



TIPS FOR SHOPPING ONLINE

1. Make sure you're getting a good deal

- ➔ Shop around by using price comparison sites and multiple search engines.
- ➔ When comparing prices, check that the advertised price includes everything you have to pay, for example tax, and delivery charges.

3. Know your distance selling rights

- ➔ Check your cancellation rights before making a purchase: under the Distance Selling Regulations (DSRs), you can get a full refund on many products if you cancel within seven working days after the day you receive the goods.
- ➔ If you wish to cancel, you must take reasonable care of the goods you are returning.
- ➔ If returning goods, you are entitled to a refund of the original standard delivery cost.
- ➔ Traders are not allowed to deduct a restocking charge or administration fee for returned goods.
- ➔ Check and keep all receipts, order confirmations and correspondence.
- ➔ Goods should be delivered within 30 days after the date of order, unless you agree to a different delivery timeframe.

2. Know who you're dealing with

- ➔ A trader might have a great website, but that doesn't mean it's law-abiding.
- ➔ Check the trader's details on their website, including their geographic and email addresses.
- ➔ Don't assume '.uk' means that the seller is based in the UK.
- ➔ Read all reviews and help others by writing reviews when you make purchases.
- ➔ Look for traders that are part of an independent approval scheme. Normally these are traders that have agreed to meet particular standards.

4. Protect your personal and financial information

- ➔ Use security software and keep it up to date.
- ➔ Look for a padlock symbol or 'https' in the website address before inputting personal details.
- ➔ If you use a credit card for purchases of £100 or more, you may get reimbursement from the credit card company if something goes wrong.
- ➔ Check your bank and credit card statements regularly and contact your bank immediately if you think your details have been disclosed.
- ➔ Check whether the trader has a privacy statement that tells you what it will do with your personal information.