

## What is an online marketplace?

An online marketplace (OMP) is a digital market, operating through a website or app, where the seller does not own or control the digital platform through which the goods on offer are being advertised or sold. This means that the OMP provides a platform for a seller to sell items, the seller does not own or control the digital platform the goods or services are being sold on.

Some of the most recognisable examples of these are:

- Amazon
- Ebay
- Etsy
- Gumtree

\*these are just examples and not recommendations

So for example you can buy children's clothes from a trader or private seller on an online marketplace, the OMP will handle the transaction but the seller will be responsible for the delivery of the item.

Some OMPs may also manage disputes between the seller and buyer. It's worth taking time to see if they have a policy on this.

You can get advice on from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05