

Where to get help?

For more information and advice on shopping online visit:

citizensadvice.org.uk/NCW20

Or you can contact the **consumer service helpline** on Monday to Friday, 9am to 5pm.

To contact an English-speaking adviser...

- Phone: **0808 223 1133**
- Textphone: **18001 0808 223 1133**

To contact a Welsh-speaking adviser...

- Phone: **0808 223 1144**
- Textphone: **18001 0808 223 1144**



Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

citizensadvice.org.uk



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Buying something online?



If you're buying something online, knowing your rights can help you shop with confidence.

#NCW20

#SafeShopper



What are my rights?

- ✔ You normally have up to 14 days after receiving your goods to change your mind and get a full refund. You then have a further 14 days to send the item back.
- ✔ If there is a problem with your item within the first 30 days of delivery, you could get a refund, replacement or repair.
- ✔ If there's a problem with your item in the first 6 months, you're normally entitled to a repair or replacement, or if this isn't possible a full refund.
- ✔ After 6 months, you may be able to get a part-refund, repair or replacement, but you may need to prove that you didn't cause the fault.
- ✔ It's the seller's responsibility to make sure the item is delivered to you. If you haven't received your purchase you can ask for a redelivery, or in some cases a refund.

Your rights can be different if you're buying online from an individual seller, where the principle of 'buyer beware' applies.

- ✔ Goods must be as described to you by the seller, but the seller doesn't have to disclose any faults.
- ✔ The seller can't misrepresent the item – for example claiming something used is brand new.

What can I do if I have a problem?

- ✔ Contact the seller to try to resolve the issue. Check if they have an official complaints procedure, and keep a copy of anything you send to them.
- ✔ If the seller is part of a trade association and you think they've broken the rules, the trade association may be able to help you.
- ✔ You might be able to get your money back if you paid by card or PayPal. Send your card provider or PayPal a copy of your complaint letter to the company and let them know what response you've had.
- ✔ Some traders belong to an alternative dispute resolution (ADR) scheme, which offers a way to solve your problem without going to court. Until 2021, you can use the EU Online Dispute Resolution Platform, which is an online version of ADR.
- ✔ You can make a 'small claim' to the court if your problem hasn't been resolved.

How can I shop safely?

Shopping online can be a great way to buy the things you need, but it's important to make sure you're doing so safely. There are a few easy steps you can take to help protect yourself from things going wrong:

- ✔ Before you buy anything, check the company or website you're using:
 - 1) Read reviews from different websites.
 - 2) Search for the company's details on gov.uk. This will tell you if they're a registered company or not.
 - 3) Look at their terms and conditions.
- ✔ Pay by debit or credit card or PayPal. This gives you extra protection if things go wrong.
- ✔ Be wary of unofficial sites offering big discounts, and make sure you're buying from the retailer's official website. If it looks too good to be true, it probably is.
- ✔ Scammers may appear like a trusted business, using links in ads or emails to direct you to a fake website. Don't click on any links you don't trust.
- ✔ Make your online shopping accounts secure. Use a strong password for your email accounts that you don't use anywhere else.