



shop around

## Questions

1. You buy shoes from a website but when they arrive you realise you're unable to walk in them! Can you return them and ask for a full refund?

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2. How many days do you have in which to cancel your order for goods or services (the cooling-off period)?

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3. There are some goods and services that cannot be cancelled once the order has been placed. Give two examples

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4. Name three bits of information that by law, all online traders must display clearly on their website

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5. If a customer notices that a website is not displaying all of the information that it should, which organisation should they report this to?

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6. Unless otherwise stated, within how many days should goods be delivered?

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## Online Shopping (2 of 2)

Level **1**

7. What letter of the alphabet comes after http in a website address to indicate that the site is secure and will protect your financial details when buying online?

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8. You buy some sports equipment online and pay by debit card. Why should you later check your bank statement?

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