



shop around

Questions

1. Does an online trader have to refund you the original delivery charge if you cancel the goods during the cooling-off period?

2. Does the customer have to pay for the cost of returning goods that aren't faulty?

3. On an online auction site, do you have the same rights buying from a private individual as you do from a trader?

4. If you discover a fault with goods bought online after the 14 calendar days cooling-off period, can you ask for a refund?

5. How can you tell what's a 'good' (genuine) website and what's a 'bad' (scam) website?

6. Your 19 year-old niece is really excited because she's seen some hair straighteners advertised online that are half the price being charged in the shops and on other websites. Why should she think twice about buying them?





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Online Shopping (2 of 2)

Level **2**

7. What two things should you do after you've placed an order online?

8. Where should the padlock icon appear on a webpage to indicate that your personal and financial details are kept safe?

