



Questions

1. How long should you have to wait before getting a refund after cancelling an online purchase?
A) 7 days from the day you contact the trader
B) One calendar month after you've cancelled the order
C) 14 days from the trader receiving back the returned goods

2. True or False - Online retailers must always refund the full cost of cancelled orders?

3. Are online retailers allowed to charge premium rates on their telephone helpline?

4. If you download an e-book onto your smart phone, are the laws that protect you the same as if you bought a paperback in a book shop?

5. Is it legal for websites to use pre-ticked boxes for additional charges such as travel insurance or pre-booking on luggage?

6. Do online retailers have to provide delivery options to Northern Ireland?

7. How long do consumers have in which to return unwanted goods after cancelling an online purchase?

