



## Questions & Answers

- 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?

**Yes, the Consumer Contracts Regulations (Information, Cancellation and Additional Charges) 2013 give you a cooling-off period in which to cancel your order. Distance sellers must provide a link to a cancellation form or consumers can contact the seller directly to cancel. Consumers should keep a record of the cancellation. Retailers are likely to ask that the goods are returned in unused condition and may deduct money from the refund if the goods show signs of use**
- How many days do you have in which to cancel your order for goods or services (the cooling-off period)?

**You have up to 14 calendar days, from the day after the goods arrive. For services, the cancellation period runs for 14 calendar days from the day after the consumer agrees the contract**
- There are some goods and services that cannot be cancelled once the order has been placed. Give two examples:

**Perishable goods e.g. fresh cut flowers or food hampers**  
**Customised goods e.g. a T-shirt printed with your photograph**  
**Tickets for air or rail travel**  
**Tickets for concerts, theatre performances or festivals**  
**CDs or DVDs if the seal is broken**  
**Betting/lottery services (for obvious reasons!)**  
**Newspapers or magazines**
- Name three bits of information that by law, all online traders must display clearly on their website

**Name of business**  
**Full postal address**  
**Telephone number**  
**Who pays for unwanted goods to be returned**  
**Cancellation rights**  
**Full price of goods including VAT**  
**Details of how payment can be made**  
**Details of delivery costs**  
**Full description of goods**
- If a customer notices that a website is not displaying all of the information that it should, which organisation should they report this to?

**Consumerline**



shop around

## Online Shopping (2 of 2)

Level **1**

6. Unless otherwise stated, within how many days should goods be delivered?  
**30 days**
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?  
**'s' as in <https://www.examplewebsite.co.uk> - the 's' stands for secure**
8. You buy some sports equipment online and pay by debit card. Why should you later check your bank statement?  
**To ensure you were charged the correct amount and that your card details have not been used fraudulently elsewhere**