



Questions & Answers

1. Does an online trader have to refund you the original delivery charge if you cancel the goods during the cooling-off period?
As a general rule they only have to refund the original delivery charge if it's agreed before completing the order. Otherwise they are only required to refund the cost of the basic standard delivery option even if the consumer paid for a faster more expensive delivery
2. Does the customer have to pay for the cost of returning goods that aren't faulty?
Yes, but only if the trader informed the consumer in advance. If this isn't in the pre purchase information or the trader agreed to bear the cost, all the consumer has to do is take reasonable care of the goods and return them free of charge or make them available for collection
3. On an online auction site, do you have the same rights buying from a private individual as you do from a trader?
No. If you buy from a trader (who makes their living from regularly selling goods), you have the same rights as buying from a shop (i.e. goods must be as described, of satisfactory quality and fit for purpose). However, if you buy from a private individual, then goods only need to be 'as described'. For example, if the description says 'mint condition' the goods should be free of any flaws
4. If you discover a fault with goods bought online after the 14 calendar days cooling-off period, can you ask for a refund?
Yes. Even if the cancellation period has finished you still have your consumer rights available under the Consumer Rights Act 2015. This means you can reject the goods and ask for your money back provided you do so within 30 days. Or you can request a repair or replacement and failing that ask for a partial refund or full refund after the 30 days have passed
5. How can you tell what's a 'good' (genuine) website and what's a 'bad' (scam) website?
**Does it provide a postal address?
Does it provide a telephone number?
Does it tell you about your consumer rights?
Does it clearly provide terms and conditions?
Check on a search engine to see what other shoppers think about purchases they've made from that website
Check where the website is registered
You can check the UK's register of domain names at <http://www.nominet.org.uk>**



shop around

Online Shopping (2 of 2)

Level **2**

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?
Offers that seem too good to be true normally are! This sounds like a scam and the straighteners are likely to be fake and of poor (and possibly dangerous) quality
7. What two things should you do after you've placed an order online?
**a) Always keep a copy of your order confirmation; and
b) Check your credit or debit card statement to make sure you've been charged correctly**
8. Where should the padlock icon appear on a webpage to indicate that your personal and financial details are kept safe?
In the browser window. Never trust a padlock icon showing on the web page itself as this can be easily faked. If you double-click on the padlock you should be able to see the security certification relating to the website