



Nottinghamshire
County Council
Community Services

Trading Standards *Information*

SHOPPING ON THE INTERNET -TOP TEN TIPS

With the increasing use of the Internet shopping is becoming a truly global experience. More and more consumers are turning to their computers to buy things such as:-software, CDs and books like mail order people appreciate the convenience of not having to traipse around the shops and can browse through an enormous choice of goods in their own time and in the comfort of their own home.

SHOPPING ON THE INTERNET CAN BRING ITS OWN PROBLEMS CHECK OUT OUR TOP TEN TIPS ON SAFER ON-LINE SHOPPING

1. Be careful when you give your credit or debit card details on the Internet. Always find out whether the company has a secure site.
2. For that reason only look to be dealing with companies displaying the secured site logo. A small padlock at the bottom of your screen will identify this.
3. Try to get firm information of address/telephone and fax numbers of the company not just their E-mail address.
4. An approval scheme for online UK retailers means you can now find companies on the web that give you additional protection if things go wrong.
5. Look out for high postage rates and for any hidden costs such as VAT and other duty payable particularly on goods being sent from abroad.
6. On the subject of buying from abroad remember that if you have problems like faulty goods or non-delivery it might be very difficult to get your complaint dealt with. Your contract will be with the trader in the country where he trades and obviously it would not be very practical to have to take legal action abroad.
7. Do remember that goods being sent from abroad may take some time to be delivered. Check with the trader how long this will take and set a delivery date that you must have them by if it is important.

Please turn over...

Trading Standards County Hall West Bridgford Nottingham NG2 7QP Tel: 08450 505 200	Trading Standards 16 Regent Street Mansfield Nottinghamshire NG18 1SS Tel: 08450 505 200	Trading Standards 2 Middle Gate Newark Nottinghamshire NG24 1AG Tel: 08450 505 200	Trading Standards 17B The Square Retford Nottinghamshire DN22 6DB Tel: 08450 505 200
Website: www.consumercomplaints.org.uk		Minicom: 0115 9772395	

8. See if you can get personal recommendations for companies that you have not done business with before.
9. Check what the company policy is on returning goods that you don't like or have changed your mind about. Again if they have been sent from abroad you may be faced with a hefty postage bill when returning them.
10. It is very important that you PRINT out the order and keep a copy of the terms and conditions that appear on the web site just in case of any disputes or problems that develop later.

All our information leaflets are available in a range of formats, including tape, large print or Braille. They can also be translated into any main language spoken in Nottinghamshire. If this would be useful to you please contact us on 0115 9773389.