

 **10 THINGS TO CHECK BEFORE** 

SHOPPING ON THE INTERNET



www.consumersonline.gov.au



Consumer Affairs Division
Department of the Treasury

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SHOPPING ON THE INTERNET

1 KNOW THE BUSINESS

Know who the company is and their full street address.

2 KNOW THE PRODUCT

Check it has a valid guarantee, is legal, and will work in Australia. Goods or services you receive should match their description.

3 CHECK THE CONTRACT

Understand and print out any terms and conditions. Check the due date and whether you need to be at home for the delivery.

4 CHECK THE COST

Look for extras like currency conversion charges, taxes, customs duties, delivery fees, packaging and posting. Note who pays for postage if the goods are returned.

5 CHECK FOR PRIVACY

Find out how your personal details will be used and decide whether you want them to be passed on to anyone else.

6 CONFIRM THE ORDER

You should be given the chance to confirm or reject your order before you pay for it.

7 KEEP RECORDS

Print out your order before you send it and note any reference numbers.

8 PAY SECURELY

Use sites your browser recognises as secure – look for an unbroken key or padlock at the bottom of your screen. Don't enter financial information that isn't needed for the sale.

9 RESOLVE ANY PROBLEMS

Contact the trader about any problem as soon as possible. If unresolved, contact the relevant industry dispute scheme or your local consumer affairs or fair trading agency.

10 LOOK OUT FOR SCAMS

If something seems "too good to be true" – it probably is.