

4 Only Shop On Secure Sites

- Make sure you use a secure web site to enter credit card information. Look for a closed padlock symbol in the bottom right of the browser window, and ensure the website address begins with 'https://'.
https://
- Ensure you have up-to-date anti-virus software on your computer and use a firewall.

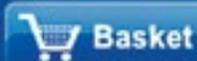
5 Understand Your Commitment

- Always read the small print and know exactly what you are agreeing to before making a purchase. In particular, ensure you are aware of the trader's cancellation and returns policies.

6 Avoid Scams

- Never reply to unsolicited emails (spam). Avoid clicking on links or attachments in emails as these may contain malware.
- Watch out for tell-tale signs of scams: promises of huge rewards such as lottery winnings, notices for urgent action, and requests for upfront payment or private information. Be skeptical of all unsolicited contact and remember, if it sounds too good to be true, it generally is.
- Do not disclose personal information which is not necessary to complete a transaction. Certain personal details can be combined with your credit card number and potentially lead to identity theft.
- Avoid buying counterfeit goods. Such products are often of poor quality and sometimes dangerous. It can be very difficult to get redress should something go wrong. Bear in mind the sale of counterfeit items is illegal and may be linked to organised crime.

Shop All Departments



If Things Go Wrong...

- ✓ Complain to the trader in writing, keep copies of all correspondence, and take screenshots of anything unusual.
- ✓ If you receive no satisfaction from a trader located in another EU country, contact ECC Ireland for further advice and assistance.
- ✓ If the trader is based in Ireland, you should complain to the Competition and Consumer Protection Commission (CCPC).
- ✓ Lodge a complaint on the Online Dispute Resolution (ODR) platform (<http://ec.europa.eu/odr>) to resolve disputes for both domestic and cross-border online purchases.

Cabhair agus comhairle
do thomhaltóirí
san Eoraip



European Consumer Centre Ireland

Macro Centre, 1 Green Street, Dublin 7
T: +353 1 879 7620 / F: +353 1 873 4328
E: info@eccireland.ie [@eccireland](https://twitter.com/eccireland)

www.eccireland.ie

Disclaimer:

The content of this leaflet represents the views of the author only and it is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the Consumers, Health, Agriculture and Food Executive Agency (CHAFAEA) or any other body of the European Union. The European Commission and the Agency do not accept any responsibility for use that may be made of the information it contains.



Coinnísiún um
Iomaíocht agus
Cosaint Thomhaltóirí
Competition and
Consumer Protection
Commission

Co-funded by the
European Union



This leaflet was funded by the
European Union's Consumer
Programme (2014-2020).

Cabhair agus comhairle
do thomhaltóirí
san Eoraip



European Consumer Centre Ireland

Shopping Online

Shopping online offers incredible **choice**, **value**, and **access** to an enormous, 24-hour marketplace from the comfort of our homes. This leaflet helps to explain your rights when shopping online and contains useful tips on how to avoid potential pitfalls.



When buying goods and services online from a trader based in the EU, you still have the same rights as if you were shopping on the high street in relation to faulty or misdescribed goods.



These include.

CLEAR INFORMATION

Clear and comprehensive information must be provided to the consumer before the purchase, such as the trader's full physical address, the main characteristics of the goods or services (including all taxes), and information about your right to cancel.

Under the Consumer Rights Directive, information on the compatibility of digital content with hardware and software must also be clearly provided.

Pre-ticked boxes to secure additional payments or to infer express consent are not permitted.

RIGHT TO CANCEL / 'COOLING OFF' PERIOD

When you shop online you have **14 days** from the date you receive the goods during which you can cancel the contract. You do not have to give any reason but you must inform the trader in writing that you wish to cancel.

If you exercise this right to cancel, you should be refunded within 14 days. The only charge that may be imposed on the consumer is the direct cost of returning the goods. If you do not receive information on the right to cancel, as required above, your cancellation period may be extended by 12 months.

REMEMBER:

There are exceptions to the 'cooling off' period, including customised items, CDs/DVDs if unsealed, transport, accommodation and leisure contracts, such as concerts and sporting events where specific dates are provided. In the case of services and digital content, consumers may waive their right to cancel by giving prior express consent to begin performance before the end of the 14-day period.



RIGHT TO REFUND IN CASE OF DELAYED DELIVERY

The trader must deliver the goods or perform the service within the agreed time period. If no period is agreed on, the goods/service must be delivered within **30 days** of the order being placed. If the trader fails to do this and no delivery follows within an additional period of time appropriate to the circumstances, you are entitled to a full refund.

TOP TIPS FOR SAFE ONLINE SHOPPING

1 Know Who You Are Dealing With

- Try to shop on a familiar or recommended site. Make sure you have the trader's name and full contact details, including their postal address. Never rely on just an email address or a PO box.
- Don't assume that a website is based in the country indicated by its web address. For instance, a website ending in **.ie** does not necessarily mean the website is based in Ireland. If you purchase from a trader based outside the EU, European consumer protections may not apply. You may also face unexpected customs and tax bills.

2 Do Your Homework

- Beware of sites that have only recently been set up. Fraudulent sites come and go very quickly.
- If purchasing from an unfamiliar trader, do some research first. A simple internet search should reveal any negative feedback left by other consumers. Be aware, however, that some unscrupulous traders may also leave false positive feedback about themselves.
- Fraudulent websites often pay for search advertising so their sites appear at the top of search results. Don't be fooled by a prominent search engine ranking.

3 Use Safe Payment Options

- Never send cash or use a money-wiring service. Funds sent this way are untraceable and consumers have no recourse if something goes wrong. Consider using payment methods, such as cards, that offer chargeback in the event of dispute.