

Safe Online Shopping Buying at a distance

Alert 3.1

15 October 2021

Bromley Trading Standards are reminding residents to research before buying online. Ask yourself, what do you know about the retailer you are looking to deal with? If in doubt, don't purchase!

- Is it the website of a well-known retailer? If not, what about the Contact details, where exactly is the retailer based – is it in the UK?
- Are you told about the usual legal 14-day cancellation right? Check the delivery and returns costs
- What is the feedback like for the retailer on reputable review sites and reliable online forums?
- If you're satisfied, then if the item costs over £100 (& no more than £30,000) pay by credit card; [Getting your money back if you paid by card or PayPal - Citizens Advice](#)

Your legal rights when buying on the internet etc. are at; [Trading Standards Institute Advice | Buying by internet, phone and mail order: distance contracts explained | London Borough of Bromley](#)

The Chartered Trading Standards Institute have released an advice video about purchasing products online: <https://www.youtube.com/watch?v=dA75JeXrcu0>

If you would like further advice before purchasing or have a problem with a purchase, please contact Citizen's Advice Consumer service by telephone or online: 0808-2231133, [Contact the consumer helpline - Citizens Advice](#)

Please share with family, friends, neighbours, colleagues & clients

Read it. Share it. Prevent it.