

INFORMATION

TRADING STANDARDS

30/11/2018

National Consumer Week 2018

National Consumer Week has been taking place this week, this year's campaign has been to raise awareness of online marketplaces and how consumer rights differ when buying online

While there are also benefits, people are having a range of problems when using online marketplaces. The main issues consumers reported to the Citizens Advice consumer service were:

- being sold faulty goods, or goods that went faulty shortly after sale.
- goods not arriving or not being sent by the seller.
- goods being misdescribed in the sales adverts.

When problems occur, consumers often don't know their rights might be different

- Nearly half of people (48%) didn't think there was a difference in their consumer rights when buying online compared to buying in a store, despite the fact that they usually have enhanced rights on returns for online purchases.
- A significant proportion of people didn't know their rights changed depending on the type of seller - for example a trader or private seller - with over a third (35%) saying there wasn't a difference in their rights and a further 9% saying they didn't know either way.

Buyers can have problems when seeking redress.

- The most common redress issue reported to the consumer service is where the consumer wanted a refund but was struggling to get one.
- 4 in 10 people (39%) said they were unaware of the consumer dispute resolution services that may be open to them.

This rise in online purchasing, combined with the problems reported to the consumer service, show a clear need to make sure that consumers are aware of their rights when using online marketplaces.

Useful links

- This National Consumer Week, learn all about your rights when using online marketplaces with this great video from @CTSI_UK <https://youtu.be/InL1uQVrOPw> #NCW
- Fact sheets and Training packs can be found at [Fact Sheets National consumer week](#)
- [Pass the parcel](#) an interactive journey of a parcel from buying to arriving at your home
- [Online marketplaces information video](#) - created by the UK European Consumer Centre.

REPORTING to Trading Standards

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Tel: **03454 040506**- Citizens Advice Consumer Service