

Where to get help

Contact the Citizens Advice consumer service: 03454 040506

Textphone: 18001 03454 04 05 06

Monday to Friday, 9am to 5pm

To contact a Welsh-speaking adviser: 03454 04 05 05

Textphone to contact a Welsh-speaking adviser: 18001 03454 04 05 05

Or visit us online at www.citizensadvice.org.uk/consumer

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

citizensadvice.org.uk



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Buying something online?



**citizens
advice**

Your rights can be different when buying from an online marketplace – websites where traders and private individuals list and sell products.

Find out more about your rights and National Consumer Week at www.citizensadvice.org.uk/NCW18

#NCW

What are my rights?

If you're buying from an **online trader** your rights are the same as if you were buying from any other online store.

- You normally have up to 14 days after receiving your goods to change your mind and get a full refund.
- If there is a problem with your item within the first 30 days from when you've bought it, you could get a refund, replacement or repair.
- If it can't be repaired or replaced, then during the first 6 months in most cases you're entitled to a full refund.

If you're buying online from an **individual seller**, the principle of 'buyer beware' applies.

- Goods have to be how they were described to you by the seller, but the seller doesn't have to disclose any faults.
- The seller can't misrepresent goods though – for example claiming something used is brand new.

What can I do if I have a problem?

Contact the seller to try to resolve the issue.

Check the online marketplaces' terms and conditions. These will sometimes offer you more protections.

If the seller arranged delivery, and the item hasn't turned up or was delivered to the wrong location, it's the seller's legal responsibility to sort out the issue.

Some traders belong to an alternative dispute resolution (ADR) scheme, which means they offer a way to solve your problem without going to court.

What if I have a problem with a private seller?

Try to resolve the issue by contacting the seller directly first, but if you can't:

- Check whether the online marketplace has their own protection and dispute resolution systems.
- Consider making a claim to the court – this is sometimes called a 'small claim'.