

Buying things from home

This is quick and easy advice about your rights when buying things from home.

Buying from home means, buying things from

- The internet
- Catalogue
- Over the telephone

If you're ordering a product from home, make sure you have shopped around for the best price, and made sure that the person you are buying from is genuine, before you pay them any money.

Before you buy things to consider

Shop around. You may find a better deal

Use retailers and services you know about or ones that have been personally recommended to you or ones that are a member of a Good Trader Scheme

Be wary of traders who use P.O. Box numbers for their contact address.

Make sure you know the trader's full address - especially if the company is based outside the UK.

If you use a premium rate service (090 numbers), look out for clear and prominent call cost information.

Once you have bought something on the internet

Keep in a safe place:

- The traders address - and phone number.
- The advert, together with a note of when and where it appeared.
- Details of delivery times and charges for postage and packing.
- A copy of the order confirmation or an e-mail which proves this



For **more help and advice please contact
Citizens Advice consumer service on 08454 040506.**

- If you're joining a book or music club or making any kind of long-term commitment, check out the small print for any obligations you have to honour - and the cancellation terms.
- If you buy through a newspaper or magazine advert, ask what you have to buy and over what period of time to qualify for any introductory offer. Check that you're covered by a protection scheme.

The seller must give you certain information when you order something from them and when you receive your order. You also have the right to change your mind and send the goods back if you choose to.

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