

Has something you ordered not arrived?

If you bought something from a business to be delivered, it's the **seller's responsibility** to make sure the item is delivered to you.

If the seller used a courier, they should chase the courier to find out what's happened to your order - **it's not your responsibility**.

If the seller claims they've delivered it or don't know where it is, you can ask for a redelivery.

You might be able to get a refund in some circumstances.

Find out more at
citizensadvice.org.uk/consumer

#ShopAware

**citizens
advice**

ctsi Chartered Trading
Standards Institute

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