

Shopping online?

Make sure the seller delivers

When shopping from a business seller online, if something's gone wrong with a purchase you might be entitled to a refund, repair or replacement.

You'll have legal rights if the item you bought is:

- broken or damaged
- unusable
- not what was advertised or doesn't match the seller's description

Find out more about how to stay safe when shopping online at

citizensadvice.org.uk/consumer

#ShopAware

**citizens
advice**

ctsi Chartered Trading
Standards Institute

**NATIONAL
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STANDARDS**
Protecting Consumers
Safeguarding Businesses



Department for
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