

# Make sure the seller delivers

Know your rights so you can  
shop online with confidence



#ShopAware

**ctsi** Chartered Trading  
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**NATIONAL  
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Protecting Consumers  
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# What are my rights when shopping from a business online?

- You normally have up to 14 days after receiving your goods to change your mind and get a full refund. You then have a further 14 days to send the item back
- If there's a problem with your item within the first 30 days of delivery, you could get a refund, replacement or repair
- If there's a problem with your item in the first 6 months, you're normally entitled to a repair or replacement, or if this isn't possible a full refund
- After 6 months, you may be able to get a part-refund, repair or replacement, but you may need to prove that you didn't cause the fault
- It's the seller's responsibility to make sure the item is delivered to you. If you haven't received your purchase you can ask for a redelivery, or in some cases a refund

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