

CHECKLIST SHOPPING ONLINE



? HOW CAN YOU TELL IF YOU CAN TRUST AN ONLINE RETAILER?

- Prices should not be considerably lower than normal.
- The total price should be mentioned.
- There must be clear indications of General Terms & Conditions, data protection regulations and the right of cancellation.
- There should be a legal notice and contact details.
- Look for external ratings of the retailer.
- If in doubt, pay preferably by invoice (if advance payment, direct bank transfer or cash on delivery are the only payment options, it can be difficult to get your money back later.) There must be a clear indication of a purchase (e.g. commit to buy).

? WHAT CAN YOU DO AGAINST SUBSCRIPTION TRAPS* WHEN SURFING ON YOUR SMARTPHONE?

- Install a lock: You can ask your mobile phone company to install a lock to protect you from unknown subscription operators.
- Find the subscription operator – get in touch with the contact listed on your telephone bill (by phone or email).
- Cancel the subscription: Deactivate the unwelcome subscription in writing at the settlement company (or directly at the subscription operator).
- Demand the paid amount back: Reject the invoice at the subscription operator and demand the payment back. If the reclamation at the subscription operator is unsuccessful, contest the invoice at your mobile phone operator and demand the payment back.

* Subscription traps are cost traps on the Internet that can occur, e.g. if you click something by accident



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WHAT SHOULD YOU LOOK OUT FOR IN “FREE” OFFERS?

- The promised prizes often distract from the costs.
- Read the small print (General Terms & Conditions) and scroll right to the bottom, which is where hidden costs are usually found.
- Be careful with your personal information.
- If the contract terms mention contract periods or cancellation, this is usually related to costs.
- The legal notice must contain the name and address (not only a PO box). A foreign address can make reclamations difficult.
- Make sure that not unwanted boxes are ticked/activated. Sometimes, only an asterisk (*) is used and the comment and price are hidden on the bottom of the page.

ARE YOU UNSURE?

Get independent and neutral advice! You can get further information from your Consumer Advice Centre (Verbraucherzentrale). www.verbraucherzentrale.de

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