



# BE VIGILANT WHEN SHOPPING ONLINE

Protect yourself from false claims by online retailers

## COMMON TACTICS USED TO MISLEAD CONSUMERS

- Give false impression that retailer's business is based in Singapore.
- Put up false or misleading claims on brand, quality, country of origin or awards received.
- Offer branded products at extremely low prices due to clearance/closing down sales, when goods may not be genuine.
- Provide fictitious contact information (e.g. hotline or email) for refunds or redress.



## CHECKLIST FOR SHOPPING ONLINE



### Before making a purchase:

- Ensure information on retailer's business location is consistent<sup>1</sup> (e.g. website, contact details).
- Research the authenticity of accreditation/awards linked to the product sold.
- Buy only when claims made by retailer can be verified.
- Check terms & conditions, and return/refund policy on retailer's website or advertisement.



### When making a purchase:

- Buy on verified and secured websites with a padlock symbol in the address bar.
- Use escrow payment<sup>2</sup> whenever available.



### Receiving the goods:

Check products when delivered. If they do not match the description given by retailer:

- Reject products.
- Do not make payment if you are paying by cash.
- If payment was made by credit card, initiate a return/refund or raise a chargeback request with credit card issuing bank.

<sup>1</sup>Companies registered in Singapore are verified through Bizfile+ ([www.bizfile.gov.sg](http://www.bizfile.gov.sg)).

<sup>2</sup>Escrow payment refers to the payment arrangement where a third party holds the money paid by customers, and disburses the money paid to a retailer only after certain conditions are met.



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