

CONSUMER ADVICE FOR ONLINE SHOPPING

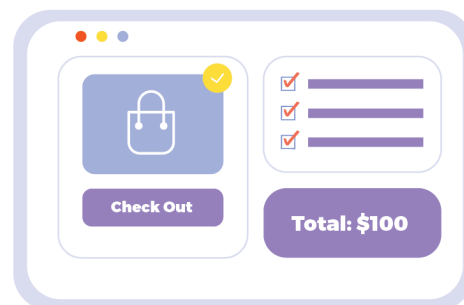
WHILE BROWSING

- Check the retailer's track record
- Shop via platforms which offer prepayment protection
- Only purchase from retailers with clear exchange and refund policies
- Take note of websites that offer memberships or subscription plans
 - Only sign up if you are satisfied with the retailer's services and products
 - Check if these plans automatically renew after their expiry dates
 - Give sufficient notice if you wish to discontinue the subscription



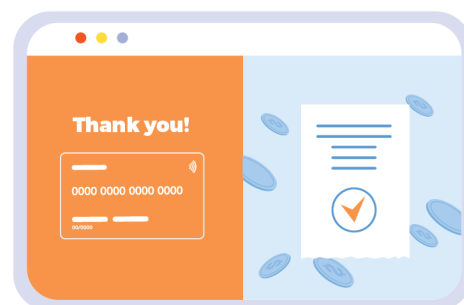
BEFORE CHECKING OUT

- Look out for:
 - pre-ticked boxes and de-select items you do not want
 - hidden charges
- Ensure the retailer is using a secure payment gateway
- Review your shopping cart and ensure the final amount payable is correct



AFTER PAYING

- Keep a copy of the receipt / transaction record
- For non-delivery or damaged / non-conforming goods:
 - file a chargeback request with your credit card issuing bank within 120 days of the purchase



Consumers
Association
of Singapore