

LESSON 3: ACTIVITY 2

Teacher Resource Sheet: Online shopping information

1. If you buy online you have less consumer rights than if you buy in shops.

FALSE

If you buy something online and it is faulty, the same rights apply as if you bought in a shop. If the online seller gives you a false or misleading description of something, you may also be entitled to a refund.

When you buy something online, there is a distance between you and the seller. This is called “distance selling” and the Consumer Rights Act sets out specific EU rules that online retailers must follow. These rules are additional benefits to your consumer rights when buying goods and give you additional information and rights.

2. If you buy from online retailers (sellers) who are based outside the European Union you have less consumer rights than if you buy from online retailers based in the European Union.

TRUE

If you buy something from a website that is based outside the EU, the Consumer Rights Act does not apply. If you are buying from a website outside the EU, you should find out as much as you can about the website before you buy. If something goes wrong with a purchase you make from a website outside the EU, the website’s own returns and refunds policy will apply.

3. If you decide you don’t like something that you have bought online after it is delivered, you can return it and get a full refund.

TRUE

If it’s up to 14 calendar days since you received your purchase, you will be covered under the Consumer Rights Act by the cooling-off period and can return the goods and get a refund. NB: this only applies to EU-based websites.

During this cooling-off period you can return the item for any reason. However, if you are cancelling the order because you changed your mind, you may have to pay for the cost of returning the goods. If the item is faulty, then you do not have to pay for the cost of returning it.

Your right to cancel does not apply to certain types of goods and services: 

- Customised or perishable goods, for example, a football shirt with your name printed on it
- Newspapers or magazines
- Audio or video recordings which have been unsealed or used by the consumer
- Computer software which has been unsealed or used by the consumer
- Gaming or lottery services
- Services which have already begun, with your consent, before the end of the cooling-off period
- Goods or services where the price is determined by price fluctuations on the financial market which are not controlled by the supplier

4. Your right to cancel for a change of mind does not apply to certain types of goods and services: 

TRUE

If you buy something online and it turns out to be faulty, then generally your consumer rights are the same as if you bought it in a shop.

If what you bought is damaged or faulty in any way you should complain to the seller in writing immediately, by email, or letter for example, and ask for a refund or replacement.

If you bought something from an EU-based website and you have to return the item because it is faulty, the seller is liable for any return shipping costs.”

5. There is no extra cost to buying from websites outside of the European Union.

FALSE

If you buy something from outside the EU you will pay VAT (value added tax) on these items. You legally have to pay import charges like customs or excise duties on items you buy from outside the EU which are valued at €150 and over.