

S · THINK · IS
SAFETY FIRST



BUYING ONLINE

Office of Fair Trading
www.qld.gov.au/fairtrading



Buying online is a great way to save time and get access to a variety of products. However, make sure you understand your rights and the risks before you shop online or bid in an online auction.

Think safety first with these helpful tips.

- **Pay securely**

Make sure you're on a certified and trusted website. A secure website's address will begin with 'https://' and display the image of a closed padlock. Don't disclose any unnecessary private information.

- **Know the business**

Only buy from websites that you know and trust. Check if the company has a physical street address and landline phone number.

- **Know the product**

Make sure you check if the product is legal, will work in Australia and has an authorised repairer nearby. Electrical goods must meet Australian safety standards. Australia's consumer laws may not apply if you buy online from an overseas business.

- **Check the contract**

Make sure you read and understand the terms and conditions, refund policy, delivery details, returns and repairs policies, including any associated costs.

- **Check the full cost**

Be aware of the full cost of your purchase. Additional costs may include currency conversion, taxes, postage, handling fees and packaging.

- **Confirm the order**

The business should ask you to confirm your order before paying.

- **Keep records**

Always write down any reference numbers and print out copies of the order form and receipts. Check the receipt against your bank statement.

For more information on product safety visit www.qld.gov.au/fairtrading