

## Checklist for consumers before ordering

Before responding to an advertisement make sure you have done the following:

- **Check who you are dealing with.** Go to the company's official website and see if you can find the company's name and full contact details, including postal address and e-mail address.
- **Check where the company is based.** Do not assume that a website is based in the country indicated by the domain name. Your rights and the ECC-network's ability to help you if something goes wrong depends on where the company is based. The network can not help you if the company is based in a country outside EU, Norway or Iceland.
- **Read the company's terms and conditions.** Specially the section with your rights of withdrawal, cancellation and return policies as well as the fine print. Make sure you are not unwittingly agreeing to a subscription. If the terms and conditions are not visible in the advertisement, you should go to the company's website and see if you can find them there. Remember to keep a copy.
- **Research the company.** It is always a good idea to check the background of the company before agreeing to what is being offered. A simple online search can reveal any negative feedback about the company left by other consumers. Be aware that positive feedback is not a guarantee that you will not encounter problems.
- **Check the total price.** Pay attention to the price and check if there are any additional costs, such as shipping.
- **Document your order.** Make a screenshot of the advertisement and each step of the order process, and save the terms and conditions with the special offer to keep a record of what you agreed to.
- **Make sure you use a secure website.** Before you enter bank/credit card information, look for a closed padlock symbol in the bottom right of the browser window and for the website address to begin with "https://".
- **Pay by bank/credit card.** That may give you additional protection depending on your contract with the bank/credit card company and the legislation in your country. If you encounter problems with the trader, you can contact your bank to claim [compensation through chargeback](#).

### Keep in mind!

- **Be careful with your personal information.** When you provide personal information about yourself, such as e-mail address, residential address, interests and bank card details, you also give away the possibility that they are abused or used in a way you have not thought of.
- **Always use common sense!** Remember: if the offer sounds too good to be true, it probably is.