

### Top tips to help you shop safely!

Citizens Advice is finding that people are losing time and money trying to deal with consumer problems. Here are some tips:

- 1. Delivery problems** - It's the seller's responsibility to make sure the item is delivered to the address given. Contact them directly. If they claim they've delivered it or don't know where it is, you can ask for a redelivery, or possibly a refund.
- 2. Defective goods** – you have legal rights to a refund, repair or replacement if the item you bought is broken or damaged, unusable, or not what was advertised.
- 3. What if I change my mind?** - If you buy in store, you don't have a legal right to return goods if you've simply changed your mind. If you buy online you usually get a cooling off period, but there are some exemptions – check first.
- 4. Pay safe** - Pay by card so you have another form of protection. Be cautious if you're asked to pay in an unusual way, such as in iTunes vouchers, as this could be the sign of a scam.
- 5. Making a return** - Get proof of your return - a receipt from a shop or proof of postage, and tracking where possible. Check the service you use covers the value of the goods.

***Free, confidential advice and help is available from South Lakes Citizens Advice on any aspect of debt, consumer problems, benefits, housing, employment or any other problems. South Lakes Citizens Advice, your local charity, is here for you. How to access:***

- ***Call 015394 46464 - this is being staffed from 9:30 – 2pm***
- ***Adviceline: 0808 2787 984***
- ***email advice via our submission page on our website [www.southlakescab.org.uk](http://www.southlakescab.org.uk)***
- ***Help to Claim (Universal Support): 0800 144 8 444***