



Read the site's privacy policy.

Before providing personal or financial information, check the website's privacy policy. Make sure that you understand how your information will be stored and used.

Use safe payment options.

Use a virtual credit card numbers. Virtual card number allows you shop online without exposing your real account number.



Shop from a secure PC.

Use strong password. Make your order by using safety internet connection. Don't use public Wi-Fi to shop. Be aware when you are using a hotspot that any information you send through the internet could be picked up by strangers; if it is information that could make you vulnerable, wait until you get home to protected network. It may be less convenient, but it's much safer.



KNOW YOUR RIGHTS!

DON'T THINK BYING ONLINE MEANS FEWER RIGHTS.

USE YOUR RIGHTS!

Record purchase details.

All purchasing your item, always record the details of the time, date, receipt number and order confirmation. If you cannot print one off, take a screenshot as a form of purchase.



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www.civilsocietydialogue.org

Civil Society Dialogue (CSD) is a programme bringing together civil society organisations from the EU and Turkey around common topics, to exchange knowledge and experience, and to build a sustained conversation between the organisations. The CSD Programme is administered by the Ministry for European Union Affairs and cofunded by the European Union and Republic of Turkey. The Central Finance and Contracting Unit acts as the contracting authority for this Programme.



www.changeconsumersmovement.eu



www.adiconsum.it



www.tukoder.org.tr



www.tuketichaklari.org.tr

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DISTANCE CONTRACTS AND CONSUMER PROTECTION



A distance contract is a contract concluded on a system created for distant marketing of goods or services with the use of distant communication means until after contact is entered into.

A contract concluded by the e-mail or by filling in web forms or a contract concluded over the telephone or online-chat.



If you think distance shopping, please note these principles:

- **Prior Information Obligation.**
The consumer must be informed in respect to whole content before the conclusion of a distance contract.
- **The content of the contract.**
The contract must include the information such as:
 - Trade name of the seller/provider
 - Full address, telephone number
 - Description of the goods and services
 - Total price including all taxes
 - Delivery arrangements, costs and how long goods will take to arrive.
 - Information about the customer's right to withdrawal within 14 days

In addition to consumers also have right to know the terms warranty of the products they buy.

- **Right to withdrawal.**
The consumers have right to withdrawal without any necessity for shown reason or making a penalty clause payment within 14 days. Seller /provider is obligated to refund the price are paid within 14 days.
- **Delivery Time.**
The seller must provide the performance of the contract within the undertaken period starting from the date when consumer's order reaches to the seller. If the subjects of the performance are goods, the performance for contract (delivery time) is 30 days at most.
- **Damage Liability.**
The seller has the liability from the damages arising during the process of delivery of the goods to the consumer.
- **Defective Goods.**
The consumers have the rights to request the refunding the payment, replacement the product, repairing the product without fee, proportional reduction.



BASIC PRINCIPALS FOR SAFE ONLINE SHOPPING

Start a trusted site rather than shopping with a search engine. Instead of trying to shop from a new website, go for popular ones.

Compare deals in other shopping website. Reputation of the online shopping website can be checked via searches of the internet for comments from other on the consumer review sites. User comments indicate which level e-commerce sites give importance to customer-relations.

Do additional research about the vendor before buying. At very least check for a number and street or mailing address so that if there are any problems with your order, you have someone to contact.

If a website requests the payment only the way by cash on delivery, please note that the possibility of buying counterfeit product.

Are the price too low? Trust your instincts!

Don't shop at stores online that give you bad feeling and appear shady. If any time during the shopping or checkout process you feel like the site is asking for too much personal information, just quit the transaction and leave the site. You may hate to leave behind a really good deal, but the money and time you could lose if someone gets your personal information will definitely cancel out the benefits of a sale price.

