

# Spotting untrustworthy online shops checklist



## Keep your eyes open when shopping online

As with everything else you do on the internet, when shopping online, the rule is: **Keep your eyes open!** You need to be careful, especially with on-line shops you're not familiar with and which don't attract much attention. This checklist will help you spot untrustworthy online shops and traders.

1. The items on sale appear to be unbeatably good value and their prices are very low compared with what is usual on the market.
2. It's not clear by whom the items are being sold (e.g. there's no imprint, or important parts of it, such as the company's name, full address, telephone number, e-mail address or commercial register number, are missing).
3. There is no information about data protection or data security.
4. There are no General Terms and Conditions (GTCs).
5. There is no information about the right of revocation, the right to return goods, or the right to a refund of the purchase price.
6. Costs of postage and return and potential additional costs are not clearly displayed.
7. The online shop has no secure payment methods available, such as payments by invoice, direct debit, credit card or PayPal or similar online payment services.
8. The online shop has no encrypted channel for the transmission of your confidential details (<https://>).

### Other things to look out for:

Check to see if the online shop has a quality label (e.g. The one issued by "Trusted Shops" or that it has signed up to the "Code of Conduct of the Swiss Mail Order Association", the VSV – SWISS Online Guarantee).

Look for ratings of the trader or of the online shop; you can ask in forums or use a search engine.

The texts on an online shop's website should be faultless as regards grammar and spelling.

Buying from a vendor domiciled abroad isn't necessarily a high-risk business, but it's more difficult to get money back from abroad if you're defrauded.

Be wary of cash transfer services such as Western Union or MoneyGram - they're not suitable ways to pay if you don't know the vendor personally.