

**FACTSHEET**

**MAIL ORDER**

**Mail order shopping is an attractive alternative for many people because it allows them to shop for goods and services from home.**

**Important points to consider before buying through Mail Order:**

**Check local prices** - local shops may be competitive in price or may deliver.

**Shop around** - check with colleagues, friends or family for recommendations of mail order companies they use and are happy with.

**Phone or email the trader** - ask about the goods and services the trader provides. Ask how long they have been operating their business.

**Check trader contact details** - check the trader has a street address as well as a post office box number and phone number. This will make contacting them easier.

**Packaging costs** - there may be packaging and postal costs to think of.

**Delivery time** - check how long it will take for goods to be delivered.

**Refund and returns policies** - check who pays to return the goods and whether it applies to goods that are damaged in transit.

**Warranties** - what warranty or money-back guarantee applies to the goods? If possible obtain this in writing.

**Insurance** - check if the goods are insured while in transit and who pays the insurance.

**Fine print** - check you are not unwittingly entering into an agreement committing you to buying additional products in the future.

**Credit cards** - think carefully about providing credit card details. Don’t agree to any open-ended charges against your credit card. Settle the exact amount.

**Check the goods on arrival** - once goods are received, if they are not what you ordered, notify the trader and return the goods immediately for a refund or a credit.