



## HOW DO I MAKE SURE AN ON-LINE SHOP IS TRUSTWORTHY

There are several things you can do to minimize the chances of a bad experience.

- Google and look for user forums, read experiences from users there
- Check the website of the shop for: contact info, either email, telephone (preferably national)
- Privacy policy or general conditions. The latter should inform you on after sales, how they deal with return shipments, reclamations etc.
- A physical (street) address for the shop.
- What laws apply regarding the sales through the webpage in case of a dispute
- Does the web address URL start with https? This will tell you that the data you will have to supply at the time of actual payment, will be sent encrypted and cannot be intercepted by others.
- Does the shop have a 'servicio al cliente' department to help you with payment queries e.g.
- Does the shop have a 'reliability stamp', for proven reliability, issued by Confianza Online, Óptima Web, **Trusted Shops** o Aenor e-comercio, amongst others.

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<https://www.facebook.com/groups/citizensinspain/>

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