

## Shopping Online

Some websites sell discounted products and services, such as coupons for restaurants and shops.

**Top tip: Find the best deals by using price comparison sites.**

These sites search the web to find the best price on products, and others find the best deals on services like insurance, energy and broadband.

## Know your rights

Just like in the shops, it's important to know your consumer rights when shopping online.

**Top tip: You can cancel or return most items you buy. Your consumer rights are just as good when you shop online.**

Always read the terms and conditions before you buy anything – they're an agreement between you and the seller, so make sure you understand them.

**Top tip: Read the small print**



## Protecting your details

Shopping online means providing certain pieces of information, like your debit or credit card number. Being worried is understandable, but just a few common-sense steps can help you stay safe.

Never email your details to make a payment and don't reveal your PIN number or bank details to anyone. You will never need your card's PIN number to make an online purchase.

## Reviews

When you shop online, you may come across reviews. These are posted by people like you who've already bought a product. Reviewers can give their opinions on an item, but also on customer service and delivery.

## Online courses - Be Connected

The Be Connected website can help you get started with online shopping. There are beginners' courses on keeping your details and money safe while finding bargains.

In the 'More Online Skills' topic area of the site, you can try the 'Online shopping overview' course.

**Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) to get started.**