

ONLINE SHOPPING

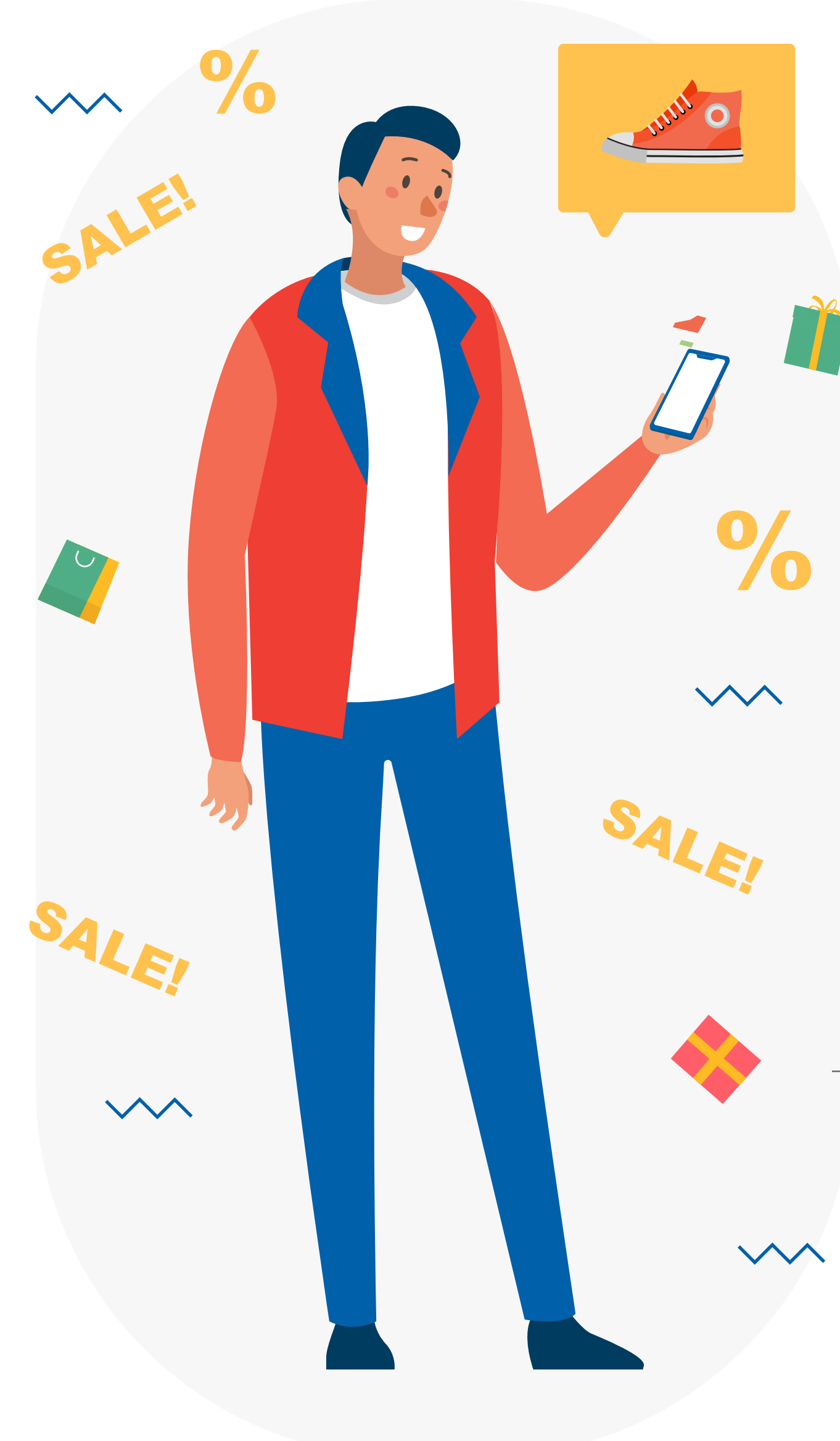


ONLINE SHOPPING IS CONVENIENT BUT IT ALSO HAS RISKS

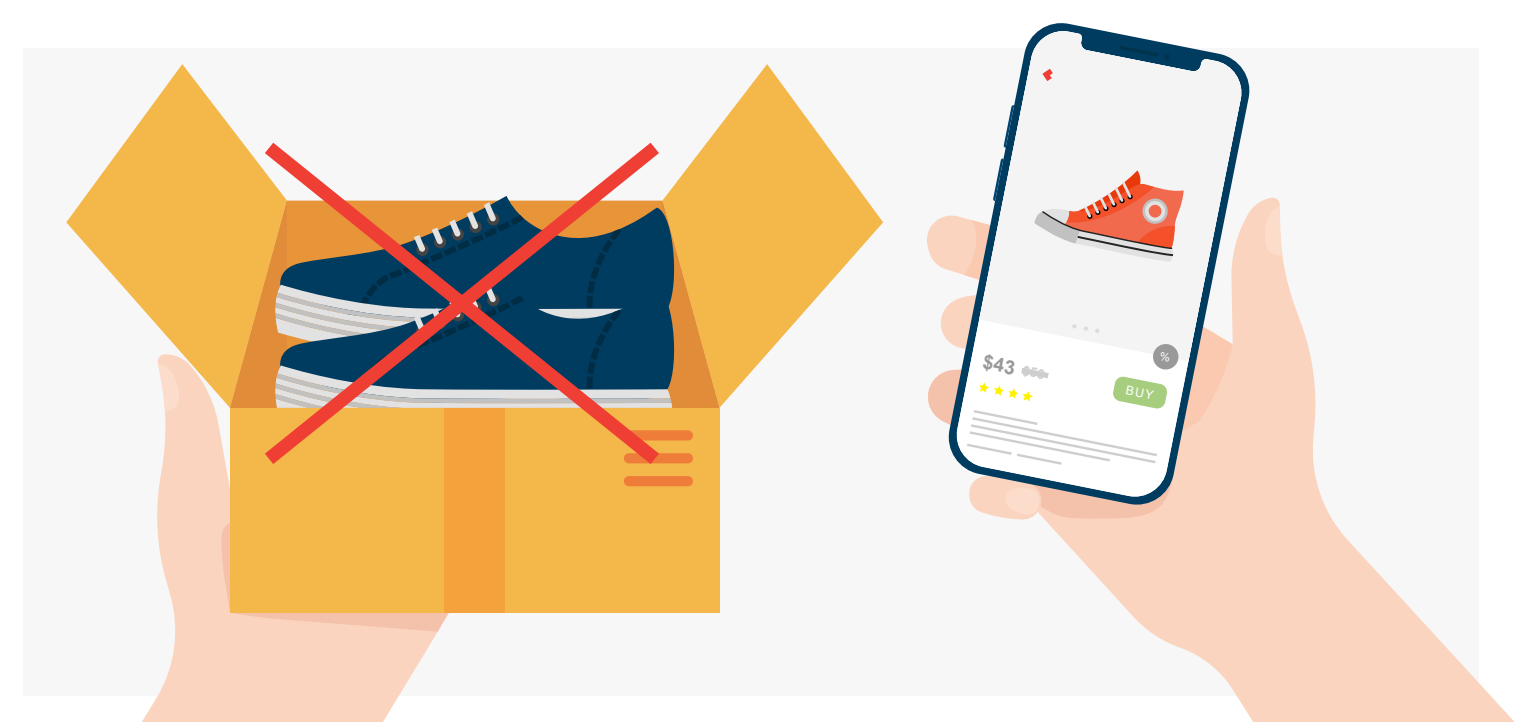
More than 120 million consumers in ASEAN now shop online. This is more than twice the number in 2015.

Source: e-Conomy SEA 2018: Southeast Asia's internet economy hits an inflection point

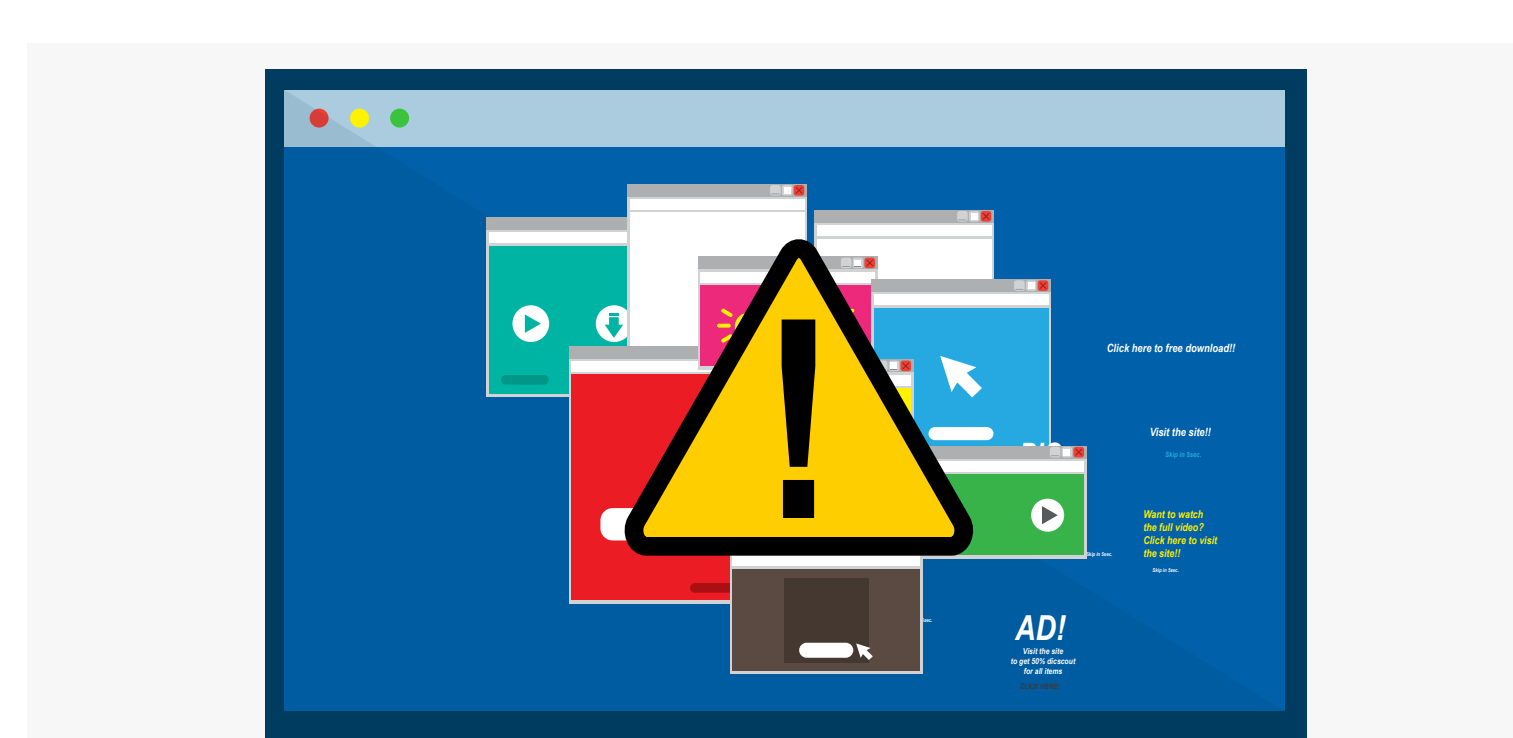
What are common complaints when shopping online?



PRODUCTS ARE NOT THE SAME AS ADVERTISED



PAYMENT ERROR/UNSAFE



FAILURE TO DELIVER PRODUCTS



1 BEFORE PURCHASE

- Check for **reviews** and research the product well.

KNOW YOUR RIGHTS AS ONLINE CONSUMERS AND FOLLOW THESE SIMPLE TIPS

2 DURING PURCHASE

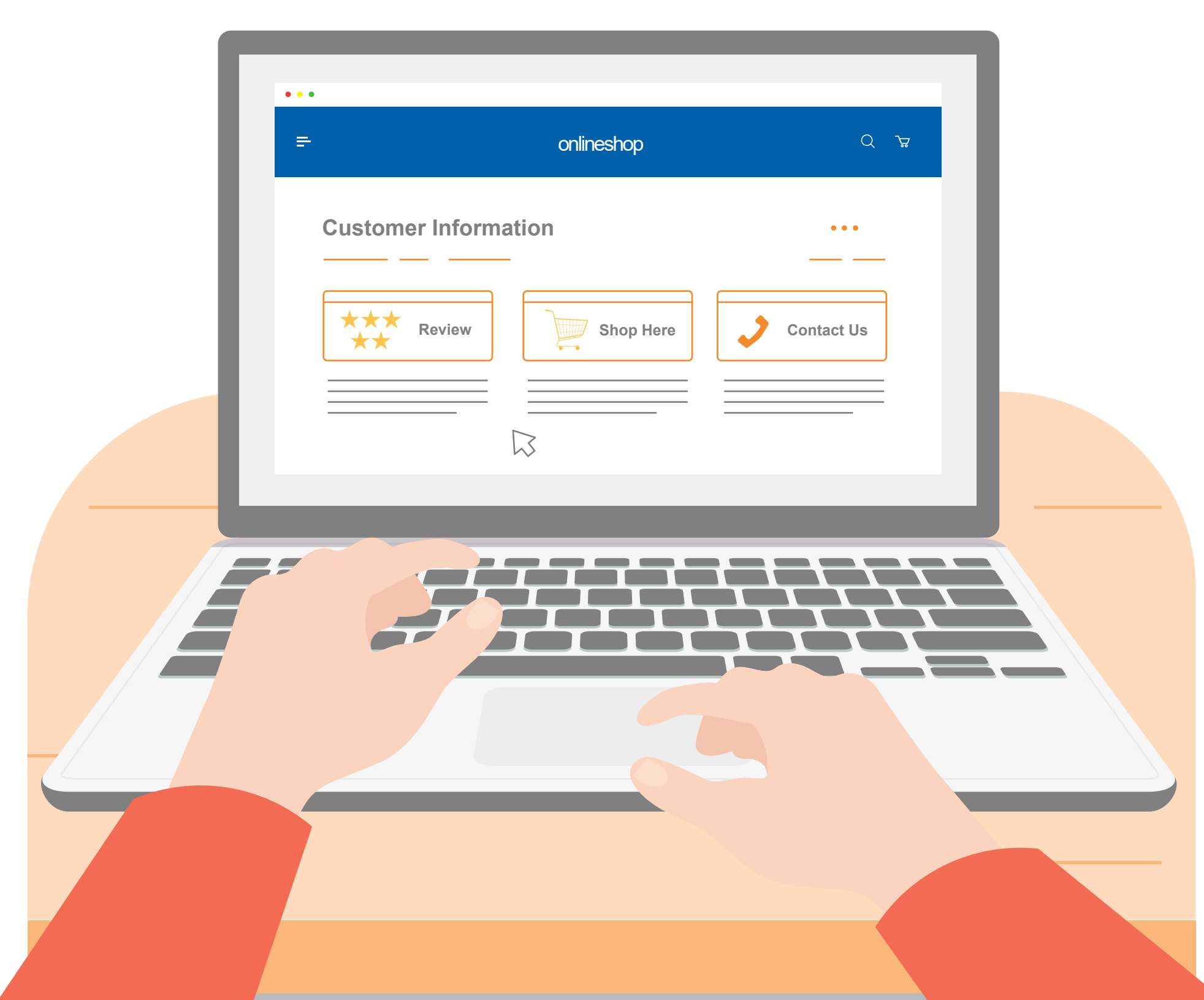
- Make sure that the website is **safe** and **secure**.

https://.....

The lock icon symbolizes a digital certificate which enables encrypted connections.



- Pay attention to the **terms and conditions**, particularly on the delivery, cost, and company's return and refund policy.



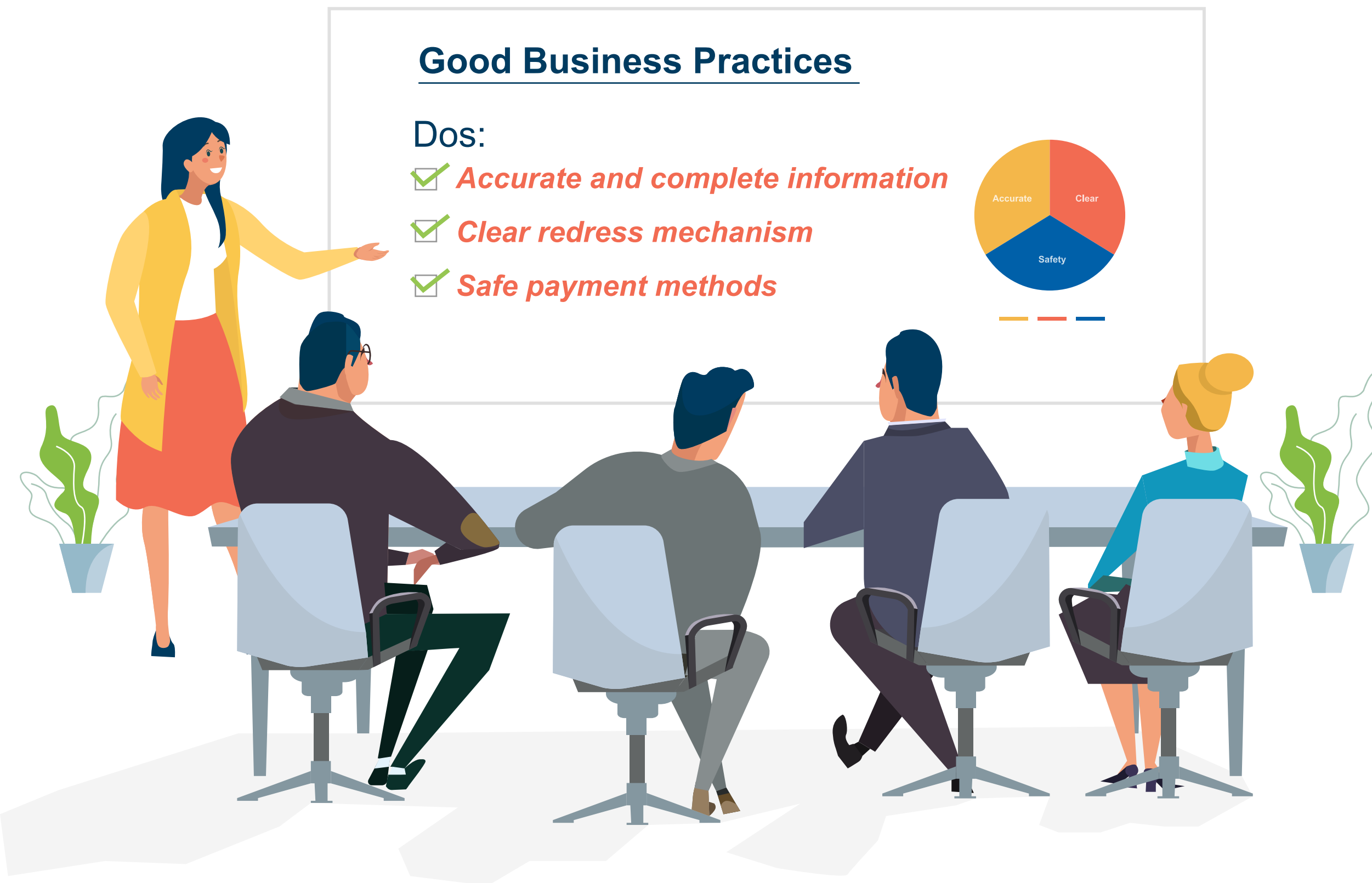
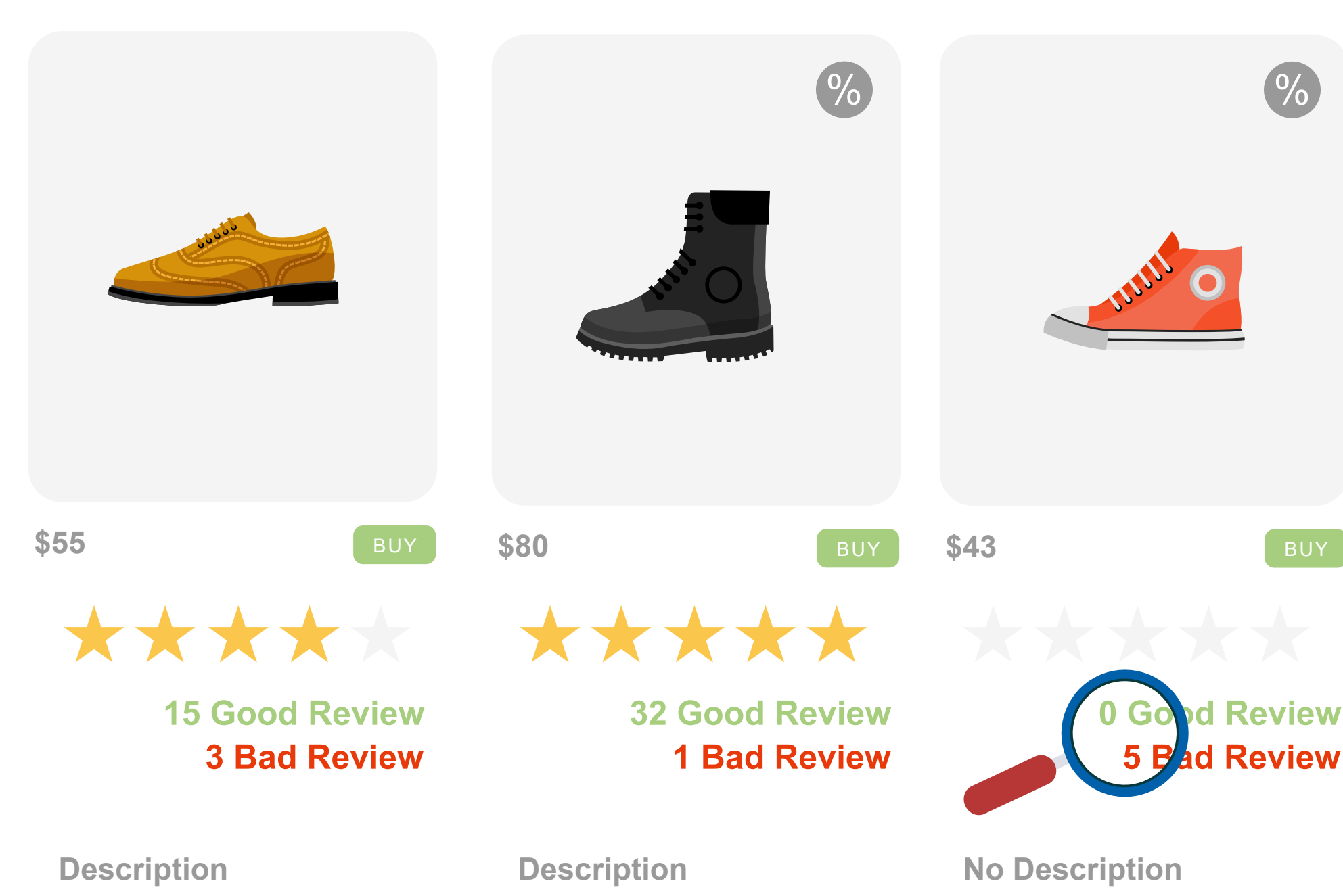
3 AFTER PURCHASE

- If anything goes wrong, do not hesitate to contact the company to demand appropriate **compensation**.

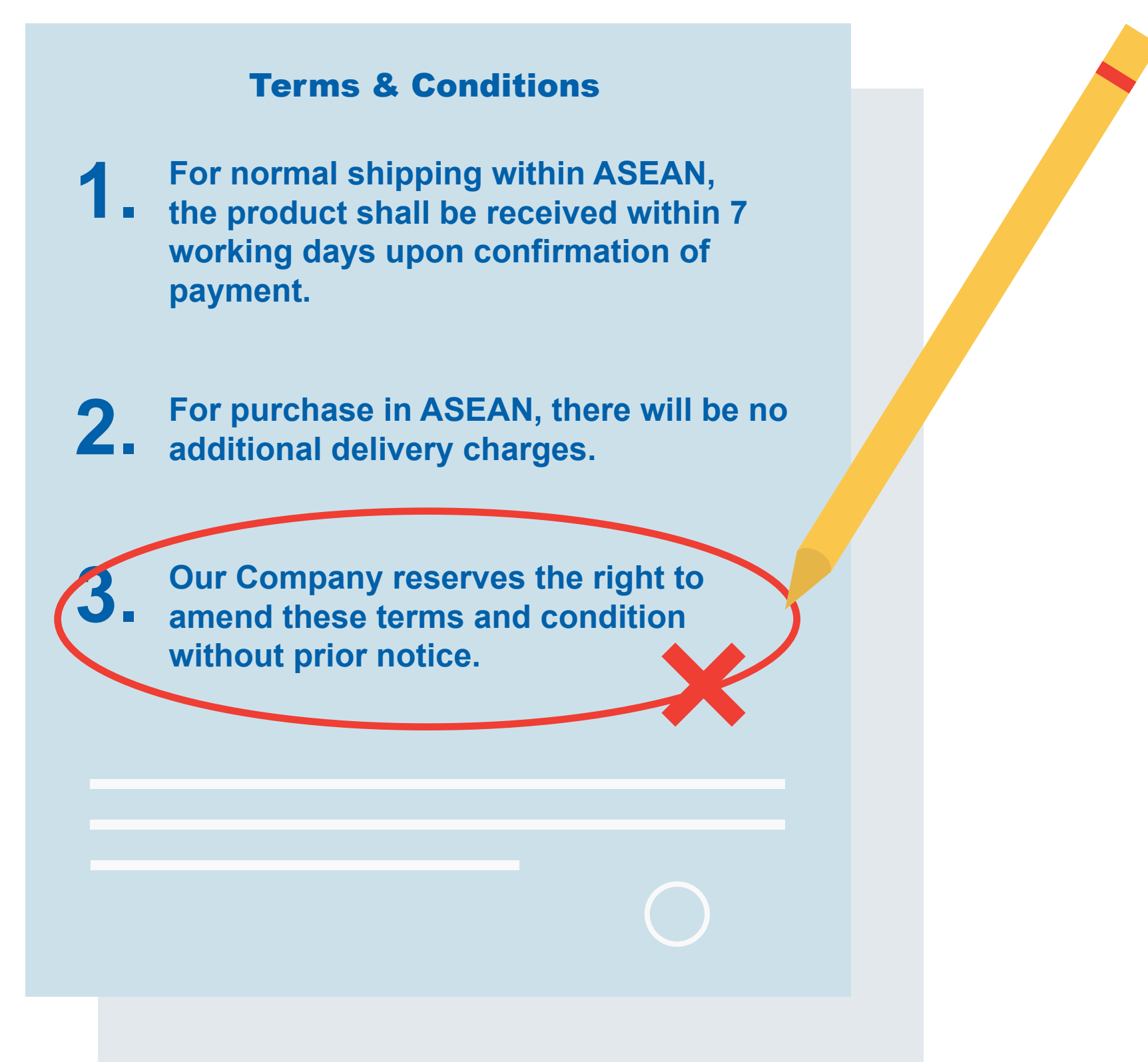


GOOD BUSINESS PRACTICES SHOULD ALSO BE APPLIED ONLINE

1 No fake reviews or removal of negative feedback



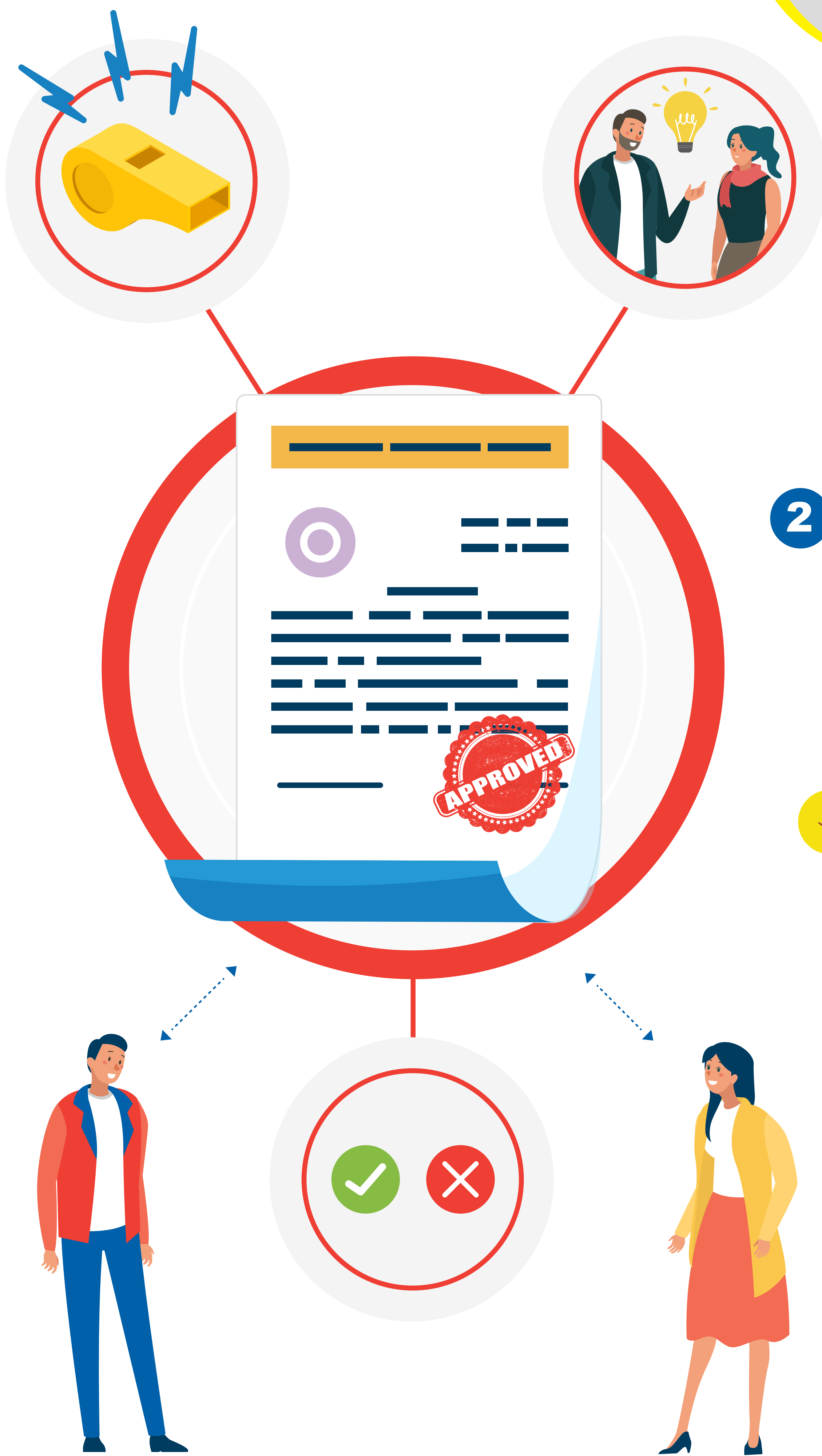
2 Fair terms and conditions on delivery, payment, warranties and guarantees



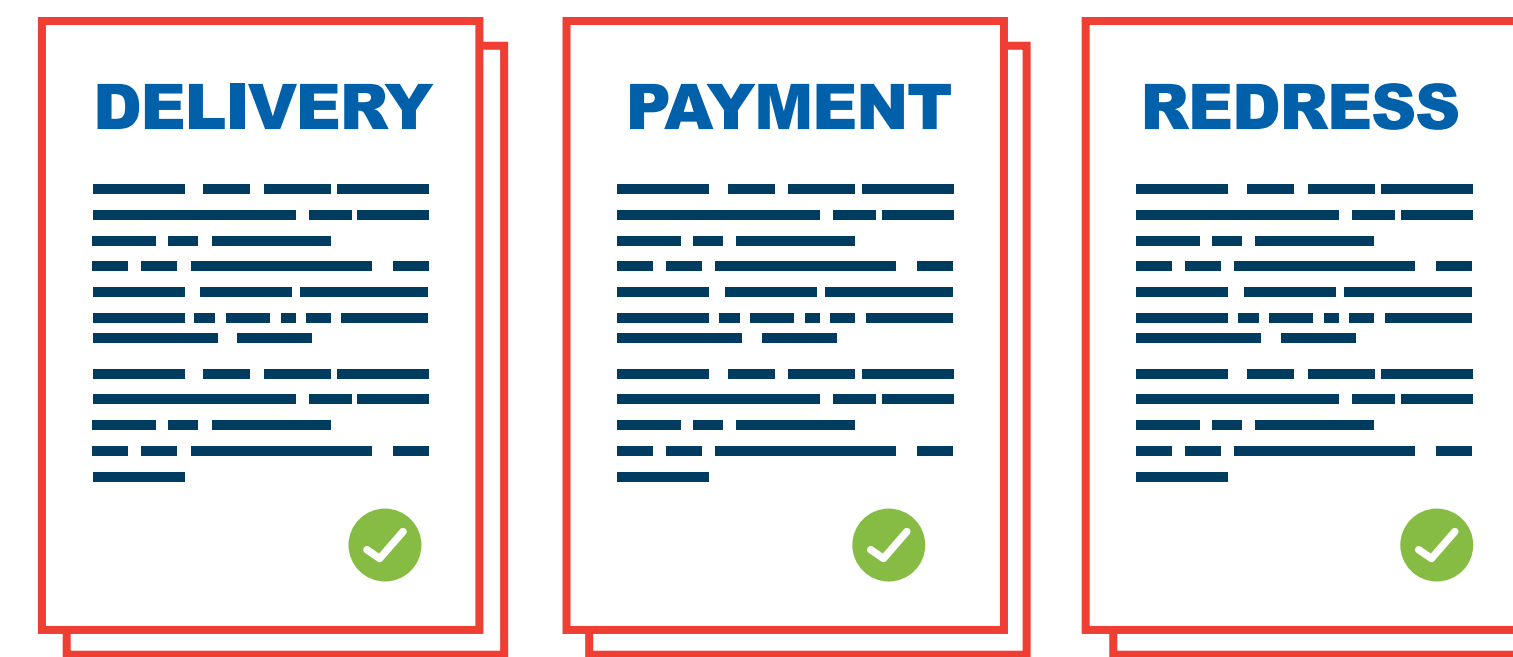
3 Available mechanisms for dispute resolution and redress



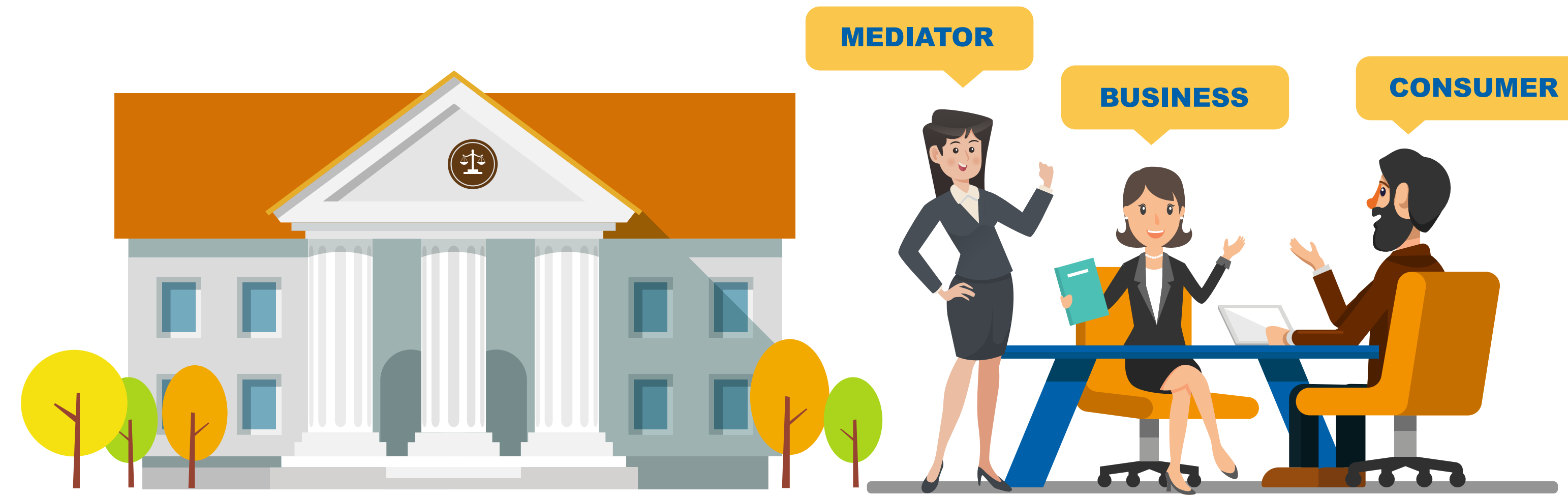
CONSUMER PROTECTION AGENCIES SHOULD APPLY LAWS TO PROTECT ONLINE CONSUMERS



1 Clear terms and conditions for delivery, payment, and redress



2 Access to justice and settlement of claims



3 Cooperation with other ACCP members to settle cross-border disputes

