

## What are your rights?

You'll have rights when you buy goods from a trader, but these rights are different when buying from a private seller. It's important that when buying on an online marketplace you know who you're buying from.

### Buying from a trader

If the item isn't of satisfactory quality, fit for purpose or doesn't match the description you can choose the option of a repair or replacement. It's then the trader's responsibility to show that there isn't a problem with the item, or to provide a solution. If you choose the option of a refund, it's your responsibility to prove the problem.

Make sure to take a screenshot of the description so you can prove how it was described when you chose to purchase. Trade sellers have to give you their name and address, so you can contact them if you have a problem.

### Buying from a private seller

If you change your mind about something you've bought, you don't have the right to a refund. You do have the right to a solution if the item wasn't described accurately or the seller didn't own the item when they sold it to you. It's your responsibility to prove the problem.

## Citizens Advice helps people find a way forward

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

[citizensadvice.org.uk](https://citizensadvice.org.uk)



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# Online marketplaces

## How do they work and what do you need to know?





## What is an online marketplace?

Online marketplaces are platforms that allow people or businesses to sell items online. The seller does not own or control the platform through which the goods on offer are being advertised or sold. It can also mean the platform doesn't have responsibility for the items being sold.

### Online marketplaces have benefits like:

- buying goods at a cheaper price
- buying good quality second-hand goods
- finding hard to come by items



## What to look out for

### Sometimes people face problems when using online marketplaces like:

- being sold faulty goods, or goods that went faulty shortly after the sale
- goods not arriving or not being sent
- goods being different to what was advertised

Your rights when shopping on an online marketplace vary depending on whether you're buying from a 'seller' or a 'trader'.



## Scams

If something seems too good to be true, it probably is. It's important to look out for scams and spot if a deal really is a deal.

### Take time to do some research into the item you need

- Find out if the product or service is what you are looking for
- Get an idea of what the full cost of the item might be
- Shop around on different sites to check the product information provided
- Don't send bank transfers—use secure payment methods

### Spotting a fake

- Is the price consistent with the price of the product elsewhere? If it is suspiciously cheaper, it's probably fake
- Ask the trader you're buying from whether they offer any after-sales service or guarantee
- If you are buying online, do a search for the trader and see if they have any customer reviews.



## Where to get more information and help

For more advice, visit [citizensadvice.org.uk/consumer](https://citizensadvice.org.uk/consumer).

We have lots of advice on

- Steps to take when shopping online
- What to do if things go wrong
- How to check if a deal really is a deal

### What if something's gone wrong

We know sometimes things still go wrong, even if you do everything right, and if they do we're here to help. Visit our advice pages for more support.

## [citizensadvice.org.uk](https://citizensadvice.org.uk)

If you've had a problem you can also contact the Citizens Advice consumer service on **0808 223 1133** (Mon-Fri 9am to 5pm)

If you think someone might be trying to scam you, get advice. Contact the Citizens Advice consumer service for help with what to do next, and report scams or suspected scams to Action Fraud by calling 0300 123 2040 or going to [actionfraud.police.uk](https://actionfraud.police.uk).