

Know your rights when shopping on an online marketplace

You'll have rights when you buy goods from a retailer, but these are different when buying from a private seller.

If you bought something from a retailer and it isn't of satisfactory quality, fit for purpose or doesn't match the description you can choose the option of a refund, repair or replacement.

If you've bought from a private seller and changed your mind about it, you don't have the right to a refund. But you do have the right to a remedy if the item wasn't described accurately.

Find out more at
citizensadvice.org.uk/consumer

