



Survive the sales this Black Friday

As Black Friday approaches, it's good to know where you stand so you don't find yourself out of pocket. Although your rights are the same as at any other time of the year, there are differences when you buy online instead of in a shop

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You're protected when you shop online

EU laws give you strong protection when you shop online. The Consumer Rights Directive covers you when you buy from businesses based in the EU. These rights do not apply, however, if you buy outside the EU or from another consumer. Be sure you know exactly where you are buying goods from by checking the geographical address of the website

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14 days to change your mind

Did you know that when you buy online from a business in the EU you have a cooling off period of 14 days to cancel and get a refund? This 14 days kicks in from the date you receive your order. During this period you can cancel your order for any reason

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What happens if the goods aren't delivered?

In the run up to Christmas, it's more important than ever that your goods are delivered on time. When you shop online in the EU, you should receive the goods no later than 30 days from the day you buy, unless an alternative date has been agreed with you, for example if delivery by Christmas was guaranteed. You have the right to a full refund if your goods are not delivered within this timeframe

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What happens if the goods are faulty?

If you buy something online and it turns out to be faulty, then your consumer rights are exactly the same as if you bought it in a shop. If the goods you bought are damaged or faulty you are entitled to a refund or replacement

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Be confident when shopping online

Although shopping online is a quick, easy and convenient way to shop, it always pays to do your homework. Before you hand over your money there are a few things to look out for to make sure you keep yourself protected

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And in other news - recent product recalls

We have published a number of recalls relating to products like toys, cars and electrical goods. Check out the details in the product safety section on our website, or on our [Facebook page](#).

Read more



Visit www.ccpic.ie for free, expert information on your consumer rights and personal finance. Kind regards from all the team at the Competition and Consumer Protection Commission.

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For specific queries and issues, please call our helpline, on Lo-call 1890 432 432 or (01) 402 5555.

www.ccpic.ie/consumers/privacy

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