



November Newsletter

Check out our latest news below, and remember, you can always follow us on social media to keep up with the latest consumer news. For specific queries and issues, please call our helpline, on Lo-call **1890 432 432** or **(01) 402 5555**

Planning on bagging a bargain on Black Friday? Know your rights

A red rectangular graphic with a white circle on the left containing a large '14' in dark blue. To the right of the circle, the text reads: 'Shopping online? You have 14 days to change your mind and get a refund.' Below this, it says 'Know your rights and buy with confidence' followed by a small circular icon of a thumbs up. The background of the graphic is red.

Shopping online?
You have 14 days to change your mind and get a refund.

Know your rights and buy with confidence

If you buy something online from an EU website and change your mind later, it's reassuring to know you still have strong consumer rights which include a 14-day cooling-off period. This means you can cancel your order for any reason, even if you just change your mind.

[Read more](#)

If you don't 'CE' it, don't buy the toy

If you are buying toys, remember to look out for the CE mark, which shows that the toy meets required safety standards. If the toy doesn't have the official CE mark, or does not have a CE mark at all, don't buy it. Always buy toys from reputable retailers as you'll be able to return items to the store if you have a problem later. Carefully check toys you buy online, from street traders, pop-up shops, car boot sales and toys bought second-hand.

[Read more](#)

Play your cards right in the run up to Christmas

It's easy to get distracted when you are battling your way through Christmas shoppers and the only thing on your mind is buying your presents and getting home. However, scammers see this as an ideal time to strike. So we've lots of information on card scams and ways to keep your cards safe when you are shopping during this busy, festive period. Always check your bank statements and online banking regularly and contact your bank if you spot a transaction you don't recognise.

[Read more](#)

Recent product recalls

Find out about recent recalls from Argos, Citroen and many more. Check out the details in the product safety section on our website, or on our [Facebook](#) page.

[Read more](#)



Visit www.cccp.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.

Bloom House, Railway Street, Dublin 1, D01 C576

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1890 432 432 or (01) 402 5555.

www.ccpc.ie/consumers/privacy

www.ccpc.ie/consumers/legal

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