GOLDEN RULES

SAFE ONLINE SHOPPING

EUROPOL
EC3 | European Cybercrime Centre

DOs

Buy from trusted sources.

Use brands and shops that you are familiar with or have used before and check the ratings of individual sellers on sites such as Amazon or eBay.

Control the recurring charges.

Before providing your card details to pay for a continuous service over the internet, find out how you can stop that service.

Many e-merchant sites will ask to store your payment details.

Think twice before deciding and make sure you understand the risks this might imply.

Use credit cards when purchasing things online.

Most credit cards have a strong customer protection policy. If you don't get what you ordered, the card issuer will refund you.

Make sure the data transfer is appropriately protected.

Look for the padlock symbol on the URL bar and use HTTPS and SSL protocols when browsing over internet.

Always save all documents related to your online purchases.

They may be needed to establish the terms and conditions of the sale or to prove that you have paid for the goods.

DON'Ts

If you are not buying a specific product or service, don't submit your card details.

When purchasing something online from another person,

don't send money upfront to the seller. If possible, reserve the right to receive the goods first.

Don't send money to anyone you don't know.

If someone approaches you online and asks for money, think whether you would give the same amount to an unknown person on the street.

Never send your card number, PIN or any other card information to anyone by e-mail.

Avoid doing your online shopping at sites that don't use full authentication (Verified by Visa / MasterCard Secure Code).

Never send your card details in an unencrypted e-mail.

Some online shops outside of Europe may request a copy of your card and passport by fax as a guarantee.