



CONSUMER INFORMATION BULLETIN

Online Shopping

Here in the north many people order products online and it's a popular way for consumers to buy things.

If you order online you should have a record of the name, address, phone number of the company, the confirmation number, the goods that were ordered, the date you placed the order and the amount you're being charged for that order.

It is important when ordering online to be aware of mail fraud. Dealing with a company and or charity whose reputation and integrity are known is a good way to protect yourself so if you're unsure do your research and look for legitimate reviews.

Never give out your credit card number or personal, financial or employment information unless you know who you are dealing with.

Think before making an impulse purchase and know and understand the terms of sale, and their policies on returns and refunds.

Never send money for and "free" merchandise or services.

If you require further information or require additional assistance, please contact our office at:

Consumer Services, Public Safety Division
Municipal and Community Affairs
#600 5201-50th Avenue, Yellowknife NT X1A 3S9
(867) 767-9161 Extension 21021

This publication is intended to provide general information and is not a substitute for legal advice.