

# Shopping online

## Know what your rights are.



Consumer Direct is a telephone and online advice service working in partnership with Trading Standards. We offer impartial advice on all kinds of consumer issues – from problems with cars to faulty household appliances, and also shopping online. Funded by government our fully trained, regionally based advisors are available from 8am – 6:30pm Monday to Friday, and 9am – 1pm on Saturdays.

Call **08454 04 05 06**. Just 4p per minute from a BT landline (calls from other networks may vary).

A welsh speaking Consumer Direct service is available on **08454 04 05 05**.

Minicom users should call **08451 28 13 84**.

consumer

direct

[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

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clear, practical consumer advice

funded by government