

Shopping rights on an online marketplace

When you are buying goods on an OMP it is important to check if you are buying from a private seller or a trader; you have different rights depending on who you are buying from.

Whilst OMPs are a good platform for private sellers to sell goods there are also traders/ businesses that use OMPs too.

Buying goods from a trader

The trader or business should disclose that they are in fact a business and provide details of this, including their trading address.

If you are buying from a trader then your rights will be the same as any other online store even if the goods are second hand, you will still have the right to:

- cancel the goods from the time you placed the order until 14 days from the day after you received the goods (you then have 14 days from the point of cancellation to return the goods)
- accurate information and for the goods to be correctly described. The seller must notify you of any faults or problems with the item
- a right to repair, replacement or refund if the goods are faulty

Buying goods from a private seller

Problems here can be more complicated to resolve as you don't have the same rights as when buying from a trader. It can also be difficult without an address to track the seller down.

Resolving a problem

If you are in dispute with the seller, whether a private seller or trader you can try to use alternative dispute resolution or small claims process.

Some OMPs may offer protection and have their own dispute resolution service to help try to resolve issues between buyers and sellers.

You may be able to claim money back if there's a problem through your card provider's Chargeback scheme or section 75 of the Consumer Credit Act if you paid by card or PayPal if the item cost more than £100 but less than £30,000.

More information about buying online and when something has gone wrong with a purchase can be found here <https://www.citizensadvice.org.uk/consumer/>

You can get advice on from the Citizens Advice consumer helpline: 03454 04 05 06. Welsh-speaking adviser: 03454 04 05 05