

[Brandmark of TELUS Wise]

[TELUS Wise online basics]

[21. TELUS Resolving Online Shopping problems]

[A laptop appears on the screen, displaying a cart.]

[Voice of a woman]: When you're shopping online, it can be harder to deal with problems compared to shopping in person, but there are a few things you can do, that will usually help.

[Identify the problem.]

If you have purchased something online and aren't satisfied, start by identifying exactly what went wrong.

[Drawings showing a bad product, an open box, a person with doubts and a watch appears on the screen.]

Is it the wrong item? Is it not what you expected, or is it damaged? Did you just change your mind? Were there shipping delays?

[The page of a generic shopping site appears on the screen. The words "online shopping" and icons from different product categories are displayed. The finger taps on the "Contact seller" button and a text messaging window is displayed. The customer sends a message to the seller:  
Customer: "Hi there, a different product has been delivered than what I ordered."  
Seller: "Sorry, I can't help you."]

Next, if possible, contact the seller and try to resolve the issue directly. Depending on where you made the purchase, this might mean dealing with a website, someone selling through a website or both.

[Report the issue.]

[The credit card symbol and the PayPal mark appear on the screen.]

If that doesn't work, and you feel that you've been cheated, contact your credit card company or PayPal and report the issue.

[An illustration of a police officer appears on the screen.]

If you've been scammed, you can also contact the police.

[Report scams online at:  
Canadian Anti-Fraud Centre  
[www.antifraudcentre-centreantifraude.ca](http://www.antifraudcentre-centreantifraude.ca)  
Or by phone 1-888-495-8501]

You should also report the incident to the Canadian Anti-Fraud Centre.

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For more information on online basics, check out the other videos in this series. Visit our website at [telus.com/WiseOnlineBasics](https://telus.com/WiseOnlineBasics)

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