

# TRUST MARKS INFORMATION TO CONSUMERS

This information regarding trust marks in Europe has been compiled by the 2013 ECC-Net joint project on trust marks, see the report “ Can I trust the trust mark?”. This document contains basic information on individual trust marks active in Europe at the time of the project. This information is dated October 2013 and is not subject to regular updates.

AT BE CZ DK EE FI FR DE GR HU IE LT MA NO PL PT RO SK ES SE NL UK

## AUSTRIA

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| <b>Österreichisches E-Commerce-Gütezeichen</b>   |
| <b>Link to website:</b> <a href="http://www.guetezeichen.at">www.guetezeichen.at</a>   |
| <b>Cooling off time:</b> 14 working days (7 working days legal requirement)  |
| <b>Multilingual service?</b> Yes (English)   |
| <b>Added value:</b> ADR-function; extended cooling off time  |
| <b>Control of members?</b> Yes, inspections from trust mark  |
| <b>Blacklist link:</b> <a href="https://www.guetezeichen.at/zertifizierte-shops/entzogene-guetezeichen.html">https://www.guetezeichen.at/zertifizierte-shops/entzogene-guetezeichen.html</a> |
| <b>Organization behind the trust mark:</b> Österreichisches E-Commerce-Gütezeichen   |

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| <b>M-Commerce Quality</b>   |
| <b>Link to website:</b> <a href="http://www.sicher-einkaufen.at/16135.html">http://www.sicher-einkaufen.at/16135.html</a> |
| <b>Cooling off time:</b> 7 working days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> HANDELSVERBAND - Verband österreichischer Mittel- und Großbetriebe des Handels |

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| <b>E-Commerce Quality</b>   |
| <b>Link to website:</b> <a href="http://www.sicher-einkaufen.at/16135.html">http://www.sicher-einkaufen.at/16135.html</a> |
| <b>Cooling off time:</b> 7 working days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> HANDELSVERBAND - Verband österreichischer Mittel- und Großbetriebe des Handels |

## BELGIUM

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| <b>BeCommerce</b>   |
| <b>Link to website:</b> <a href="http://www.becommerce.be">www.becommerce.be</a>                    |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (Dutch, French)  |
| <b>Added value:</b> Independent dispute resolution (internal conciliation service) by the trustmark |
| <b>Control of members?</b> Yearly inspection of 20% of trustmark carriers (random)                  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> BeCommerce   |

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| <b>UNIZO</b>   |
| <b>Link to website:</b> <a href="http://www.unizo.be/ecommercelabel">www.unizo.be/ecommercelabel</a> |
| <b>Cooling off time:</b> 14 calendar days  |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> Independent dispute resolution (internal conciliation service) by the trustmark  |
| <b>Control of members?</b> Sporadic, random inspections  |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> Unizo   |

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|---|
| <b>SafeShops.be</b>   |
| <b>Link to website:</b> <a href="http://safeshops.be">http://safeshops.be</a> |
| <b>Cooling off time:</b> 14 calendar days                                     |
| <b>Multilingual service?</b> Yes (Dutch, French)                              |
| <b>Added value:</b> N/A   |
| <b>Control of members?</b> Yearly recertification                             |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> SafeShops.be                       |

## CZECH REPUBLIC

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|---|
| <b>APEK</b>   |
| <b>Link to website:</b> <a href="http://www.apek.cz">www.apek.cz</a>  |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> APEK- Asociace pro elektronickou komerci (Czech association for Electronic Commerce) |

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| <b>dOP</b>  |
| <b>Link to website:</b> <a href="https://podnikatel.dtest.cz">https://podnikatel.dtest.cz</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes, (English)   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> dTest  |

## DENMARK

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| <b>e-mærket (e-maerket)</b>  |
| <b>Link to website:</b> <a href="http://www.emaerket.dk">www.emaerket.dk</a> |
| <b>Cooling off time:</b> 14 calendar days                                    |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> No   |
| <b>Control of members?</b> Yes   |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> e-handelsfonden                   |

## ESTONIA

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|---|
| <b>Turvaline ostukoht (Safe shopping place)</b>   |
| <b>Link to website:</b> <a href="http://e-kaubanduseliit.ee/">http://e-kaubanduseliit.ee/</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> Yes   |
| <b>Control of members?</b> No   |
| <b>Blacklist link:</b> Link external (Consumer Protection Board)                              |
| <b>Organization behind the trust mark:</b> Estonian Association of E-commerce                 |

## FINLAND

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| <b>Luotettavaa toimintaa-laatu-merkki</b>                      |
| <b>Link to website:</b> -                                      |
| <b>Cooling off time:</b> 14 calendar days                      |
| <b>Multilingual service?</b> No                                |
| <b>Added value:</b> No   |
| <b>Control of members?</b> Casual                              |
| <b>Blacklist link:</b> No                                      |
| <b>Organization behind the trust mark:</b> Verkkoteollisuus ry |

## FRANCE

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|---|
| <b>Chamber Trust</b>  |
| <b>Link to website:</b> <a href="http://www.worldchambers.com/">http://www.worldchambers.com/</a> |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> World Chambers Network ( ICCWBO )                      |

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|---|
| <b>Webcert</b>  |
| <b>Link to website:</b> <a href="http://www.boutique-certification.afnor.org/">http://www.boutique-certification.afnor.org/</a> |
| <b>Cooling off time:</b> 7 calendar days  |
| <b>Multilingual service?</b> N/A  |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes, yearly  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> AFNOR Certification  |

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|---|
| <b>Trusted Shops</b>  |
| <b>Link to website:</b> <a href="http://www.trustedshops.fr/">http://www.trustedshops.fr/</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (English, Spanish, German, Polish, Portuguese)               |
| <b>Added value:</b> Money back guarantee and amicable settlement of disputes                  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Trusted Shops GmbH                                 |

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|---|
| <b>eKomi</b>  |
| <b>Link to website:</b> <a href="https://www.ekomi.fr/fr/">https://www.ekomi.fr/fr/</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (English, Spanish, Dutch, German, Italian)             |
| <b>Added value:</b> N/A   |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> eKomi Ltd                                    |

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|---|
| <b>Fevad</b>  |
| <b>Link to website:</b> <a href="http://www.fevad.com/">http://www.fevad.com/</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> N/A   |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> FEVAD                                  |

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|---|
| <b>FIA-NET</b>  |
| <b>Link to website:</b> <a href="http://www.fia-net.com/">http://www.fia-net.com/</a> |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> N/A   |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> FIA-NET                                    |

## GERMANY

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|---|
| <b>Trusted Shops</b>  |
| <b>Link to website:</b> <a href="http://www.trustedshops.de/">http://www.trustedshops.de/</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (English, French, Spanish, Polish, Portuguese)               |
| <b>Added value:</b> Money back guarantee and amicable settlement of disputes                  |
| <b>Control of members?</b> Yes, yearly + random checks  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Trusted Shops GmbH                                 |

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| <b>EHI-bvh</b>   |
| <b>Link to website:</b> <a href="http://www.ehi.org/nc.html">http://www.ehi.org/nc.html</a>                            |
| <b>Cooling off time:</b> 14 calendar days  |
| <b>Multilingual service?</b> Yes (English, French)   |
| <b>Added value:</b> No   |
| <b>Control of members?</b> Yes, yearly + random checks   |
| <b>Blacklist link:</b> N/A   |
| <b>Organization behind the trust mark:</b> EHI Retail Institute GmbH + Bundesverband des Deutschen Versandhandels e.V. |

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| <b>TÜV SÜD</b>  |
| <b>Link to website:</b> <a href="http://www.safer-shopping.de/pruefsiegel.html">http://www.safer-shopping.de/pruefsiegel.html</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (English)  |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes, yearly + random checks  |
| <b>Blacklist link:</b> N/A  |
| <b>Organization behind the trust mark:</b> TÜV SÜD Management Service GmbH  |

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| <b>BoniCert</b>   |
| <b>Link to website:</b> <a href="http://www.bonicert.de/">http://www.bonicert.de/</a> |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (English)  |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes, yearly + random checks                                |
| <b>Blacklist link:</b> N/A  |
| <b>Organization behind the trust mark:</b> BoniCert                                   |

## GREECE

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| <b>Epam</b>   |
| <b>Link to website:</b> N/A   |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> N/A  |
| <b>Added value:</b> No  |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> The Greek Association of Distance Selling and Direct Marketing |

## HUNGARY

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| <b>Veddáneten!</b>  |
| <b>Link to website:</b> <a href="http://www.veddaneten.hu/">http://www.veddaneten.hu/</a>   |
| <b>Cooling off time:</b> 8 working days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes (random checks, mystery shoppings)   |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Szövetség az Elektronikus Kereskedelemért Közhasznú Egyesület (Association for E-Commerce) |

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| <b>Fairbusiness</b>   |
| <b>Link to website:</b> <a href="http://www.fairbusiness.hu/">http://www.fairbusiness.hu/</a>           |
| <b>Cooling off time:</b> 8 working days   |
| <b>Multilingual service?</b> N/A  |
| <b>Added value:</b> internal ODR service  |
| <b>Control of members?</b> No   |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Infomediátor Információs Társadalmi Felhasználóvédelmi Iroda |

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| <b>ÍVSZ</b>  |
| <b>Link to website:</b> <a href="http://www.ivs.hu">www.ivs.hu</a>   |
| <b>Cooling off time:</b> 8 working days  |
| <b>Multilingual service?</b> N/A   |
| <b>Added value:</b> N/A  |
| <b>Control of members?</b> No  |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> Informatikai, Távközlési és Elektronikai Vállalkozások Szövetsége |

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| <b>áruküldők</b>   |
| <b>Link to website:</b> <a href="http://www.arukuldok.hu">www.arukuldok.hu</a> |
| <b>Cooling off time:</b> 8 working days  |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> N/A  |
| <b>Control of members?</b> No  |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> Magyar Áruküldők Egyesülete         |

## IRELAND

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|---|
| <b>Segala Ltd.</b>  |
| <b>Link to website:</b> <a href="http://www.segala.com/">http://www.segala.com/</a> |
| <b>Cooling off time:</b> NA   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Segala (Privately owned company)         |

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| <b>Digi Sign</b>  |
| <b>Link to website:</b> <a href="http://www.digi-sign.com/">http://www.digi-sign.com/</a> |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> Yes (English, Spanish)                                       |
| <b>Added value:</b> No  |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> N/A  |
| <b>Organization behind the trust mark:</b> Digi-Sign                                      |

## LITHUANIA

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|---|
| <b>ESHOPS.LT</b>  |
| <b>Link to website:</b> <a href="http://www.eshops.lt/">http://www.eshops.lt/</a> |
| <b>Cooling off time:</b> 7 working days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> N/A   |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> UAB "JUSADA GROUP"                     |

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| <b>SAUGUPIRKTI.LT</b>   |
| <b>Link to website:</b> <a href="http://www.saugupirkti.lt/">http://www.saugupirkti.lt/</a> |
| <b>Cooling off time:</b> 7 working days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> N/A   |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> UAB "JUSADA GROUP"                               |

## MALTA

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|---|
| <b>Trust you</b>  |
| <b>Link to website:</b> <a href="http://www.mccaa.org.mt/en/information-on-trust-you">http://www.mccaa.org.mt/en/information-on-trust-you</a> |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> No   |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Malta Communications Authority   |

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| <b>eshop</b>  |
| <b>Link to website:</b> <a href="http://eshop.mca.org.mt/">http://eshop.mca.org.mt/</a> |
| <b>Cooling off time:</b> 15 working days  |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Malta Communications Authority               |

## NORWAY

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| <b>Trygg E-handel</b>  |
| <b>Link to website:</b> <a href="http://www.tryggehandel.no">http://www.tryggehandel.no</a>              |
| <b>Cooling off time:</b> N/A   |
| <b>Multilingual service?</b> Yes (English)   |
| <b>Added value:</b> No   |
| <b>Control of members?</b> Yes   |
| <b>Blacklist link:</b> Yes   |
| <b>Organization behind the trust mark:</b> Distansehandel Norge (Norwegian Distance Sellers Association) |

## POLAND

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| <b>Prokonsumencki.pl</b>   |
| <b>Link to website:</b> <a href="http://www.prokonsumencki.pl">www.prokonsumencki.pl</a> |
| <b>Cooling off time:</b> N/A   |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> No   |
| <b>Control of members?</b> No  |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> Netlibre sp. z.o.                             |

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| <b>Rzetelna firma</b>   |
| <b>Link to website:</b> <a href="http://www.rzetelnafirma.pl/">http://www.rzetelnafirma.pl/</a> |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> Yes (English, German)  |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes, by National Registration of Debts                               |
| <b>Blacklist link:</b> Yes, with National Registration of Debt                                  |
| <b>Organization behind the trust mark:</b> Rzetelna firma sp.z.o.o                              |

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| <b>Wellmark</b>  |
| <b>Link to website:</b> N/A                                  |
| <b>Cooling off time:</b> N/A                                 |
| <b>Multilingual service?</b> No                              |
| <b>Added value:</b> N/A                                      |
| <b>Control of members?</b> N/A                               |
| <b>Blacklist link:</b> N/A                                   |
| <b>Organization behind the trust mark:</b> Wellmark sp.z.o.o |

## PORTUGAL

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| <b>Confiança Online</b>  |
| <b>Link to website:</b> <a href="http://paco.acepi.pt/">http://paco.acepi.pt/</a>  |
| <b>Cooling off time:</b> N/A   |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> The accreditation program requests that members should provide a consumer complaints management system |
| <b>Control of members?</b> Yes   |
| <b>Blacklist link:</b> N/A   |
| <b>Organization behind the trust mark:</b> Portuguese E-commerce Association (ACEPI)                                       |

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| <b>Selo de Qualidade AEPCC</b>   |
| <b>Link to website:</b> <a href="http://www.aepcc.pt/">http://www.aepcc.pt/</a>                    |
| <b>Cooling off time:</b> N/A   |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> No   |
| <b>Control of members?</b> N/A   |
| <b>Blacklist link:</b> N/A   |
| <b>Organization behind the trust mark:</b> Portuguese Group Shopping Companies Association (AEPCC) |

## ROMANIA

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|---|
| <b>ARMO</b>   |
| <b>Link to website:</b> <a href="http://www.armo.ro/">http://www.armo.ro/</a>                                   |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> N/A  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Online shops Romanian Association - ARMO, a professional association |

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|---|
| <b>Trusted.ro</b>   |
| <b>Link to website:</b> <a href="http://www.trusted.ro/">http://www.trusted.ro/</a> |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> No  |
| <b>Control of members?</b> Yes  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Trusted Internet SRL                     |

## SLOVAKIA

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|---|
| <b>Garancia</b>   |
| <b>Link to website:</b> <a href="http://sluzby.heureka.sk/">http://sluzby.heureka.sk/</a>                                   |
| <b>Cooling off time:</b> 7 working days   |
| <b>Multilingual service?</b> No   |
| <b>Added value:</b> This trustmark offers money-back guarantee (max. 200 €)- in the case, that the e-shop fails to perform. |
| <b>Control of members?</b> No   |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Heureka  |

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| <b>Obchod odporúčaný zákazníkmi</b>                    |
| <b>Link to website:</b> N/A                            |
| <b>Cooling off time:</b> 7 working days                |
| <b>Multilingual service?</b> No                        |
| <b>Added value:</b> No                                 |
| <b>Control of members?</b> No                          |
| <b>Blacklist link:</b> No                              |
| <b>Organization behind the trust mark:</b> Najnakup.sk |

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| <b>Overené zákazníkmi</b>                          |
| <b>Link to website:</b> N/A                        |
| <b>Cooling off time:</b> 7 working days            |
| <b>Multilingual service?</b> No                    |
| <b>Added value:</b> No                             |
| <b>Control of members?</b> No                      |
| <b>Blacklist link:</b> No                          |
| <b>Organization behind the trust mark:</b> Heureka |

## SPAIN

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| <b>Confianza Online</b>  |
| <b>Link to website:</b> <a href="https://www.confianzaonline.es/">https://www.confianzaonline.es/</a> Online   |
| <b>Cooling off time:</b> 7 working days  |
| <b>Multilingual service?</b> Yes. English, Spanish and Catalan   |
| <b>Added value?</b> Members exceed legal demands regarding data protection and protection of minors  |
| <b>Control of members:</b> Yes, regular controls   |
| <b>Blacklist link:</b> <a href="https://www.confianzaonline.es/empresas/uso-indebido/?lang=en">https://www.confianzaonline.es/empresas/uso-indebido/?lang=en</a> |
| <b>Organization behind the trust mark:</b> Confianza Online  |

## SWEDEN

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| <b>Certifierad E-handel/The Council for E-commerce certification in Sweden</b>   |
| <b>Link to website:</b> <a href="http://www.ehandelscertifiering.se">http://www.ehandelscertifiering.se</a>  |
| <b>Cooling off time:</b> 14 calendar days  |
| <b>Multilingual service?</b> No  |
| <b>Added value:</b> Members are required to obey national ADR non-binding recommendations  |
| <b>Control of members?</b> Yes, external provider daily follows a number of criteria   |
| <b>Blacklist link:</b> No internal blacklist, external cooperation with consumer magazine <a href="http://www.radron.se/svarta-listan/">http://www.radron.se/svarta-listan/</a>  |
| <b>Organization behind the trust mark:</b> A non-profit organisation based in Sweden working for a positive development of e-commerce mainly through maintaining a certification and the ruleset that govern this certification. |

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| <b>Trygg e-handel</b>   |
| <b>Link to website:</b> <a href="http://www.tryggehandel.se/">http://www.tryggehandel.se/</a>   |
| <b>Cooling off time:</b> 14 calendar days   |
| <b>Multilingual service?</b> Yes (English)  |
| <b>Added value:</b> Members are required to obey national ADR non-binding recommendations   |
| <b>Control of members?</b> Yes, regular   |
| <b>Blacklist link:</b> No internal blacklist, external cooperation with consumer magazine <a href="http://www.radron.se/svarta-listan/">http://www.radron.se/svarta-listan/</a> |
| <b>Organization behind the trust mark:</b> Svensk Distanshandel   |

## The Netherlands

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| <b>KeurOnline</b>  |
| <b>Link to website:</b> <a href="http://keuronline.nl/">http://keuronline.nl/</a>  |
| <b>Cooling off time:</b> 14 calendar days (7 days legal requirement)   |
| <b>Multilingual service?</b> Yes, Dutch & English  |
| <b>Crossborder service?</b> N/A  |
| <b>Complaint-link:</b> <a href="https://keuronline.nl/aanmelden.html">https://keuronline.nl/aanmelden.html</a>   |
| <b>Added value:</b> Guarantee fund in case member goes bankrupt, demands on members regarding complaint procedure and information about ADR-possibilities, extended cooling off time |
| <b>Control of members?</b> Yes, regular controls   |
| <b>Blacklist link:</b> <a href="http://keuronline.nl/leden_geen_leden.html">http://keuronline.nl/leden_geen_leden.html</a>   |
| <b>Organization behind the trust mark:</b> <b>Vennootschap:</b> KeurOnline V.O.F   |

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| <b>mkbOK Keurmerk</b>   |
| <b>Link to website:</b> <a href="http://www.mkbok.nl/">http://www.mkbok.nl/</a>                 |
| <b>Cooling off time:</b> 7 calendar days  |
| <b>Multilingual service?</b> N/A  |
| <b>Added value:</b> Demands on members regarding complaint handling procedure                   |
| <b>Control of members?</b> Yes, random checks and 3-year check for "new approval of membership" |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Stichting MKB en internet                            |

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| <b>Qshops Keurmerk</b>  |
| <b>Link to website:</b> <a href="https://www.qshops.org/">https://www.qshops.org/</a>   |
| <b>Cooling off time:</b> 7 calendar days  |
| <b>Multilingual service?</b> N/A  |
| <b>Added value:</b> Demands on members regarding complaint handling and company information. Trust mark has code of conduct for members |
| <b>Control of members?</b> Yes, regular controls  |
| <b>Blacklist link:</b> <a href="https://www.qshops.org/misbruik-en-royling">https://www.qshops.org/misbruik-en-royling</a>              |
| <b>Organization behind the trust mark:</b> Stichting Qshops Keurmerk  |

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| <b>Webshop Keurmerk</b>   |
| <b>Link to website:</b> <a href="http://www.keurmerk.info/">http://www.keurmerk.info/</a>   |
| <b>Cooling off time:</b> 14 calendar days (7 days legal requirement)  |
| <b>Multilingual service?</b> N/A  |
| <b>Added value:</b> Demands on members regarding complaint handling-time, information about ADR-possibilities & "Money back"-service, extended cooling off time |
| <b>Control of members?</b> Yes, regular controls  |
| <b>Blacklist link:</b> <a href="https://www.qshops.org/misbruik-en-royling">https://www.qshops.org/misbruik-en-royling</a>                                      |
| <b>Organization behind the trust mark:</b> Stichting Qshops Keurmerk  |



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| <b>Thuiswinkel Waarborg</b>  |
| <b>Link to website:</b> <a href="http://www.thuiswinkel.org">http://www.thuiswinkel.org</a>                          |
| <b>Cooling off time:</b> 14 calendar days (7 days legal requirement)   |
| <b>Multilingual service?</b> N/A   |
| <b>Added value:</b> Internal ADR, financial check of members, extended cooling off time                              |
| <b>Control of members?</b> Yes, regular controls   |
| <b>Blacklist link:</b> <a href="http://www.thuiswinkel.org/mededelingen">http://www.thuiswinkel.org/mededelingen</a> |
| <b>Organization behind the trust mark:</b> Thuiswinkel.org   |

## United Kingdom

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| <b>Buy with Confidence</b>   |
| <b>Link to website:</b> <a href="http://www.buywithconfidence.gov.uk">http://www.buywithconfidence.gov.uk</a>  |
| <b>Cooling off time:</b> N/A   |
| <b>Multilingual service?</b> N/A   |
| <b>Crossborder service?</b> No   |
| <b>Complaint-link:</b> <a href="http://www.buywithconfidence.gov.uk/ContactUs/BWCPages/ContactUs.aspx">http://www.buywithconfidence.gov.uk/ContactUs/BWCPages/ContactUs.aspx</a> |
| <b>Added value:</b> N/A  |
| <b>Control of members?</b> Yes, external controls and followup on complaint  |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> Trading Standards South East Limited-Surrey County Council  |

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| <b>Consumer Codes Approval Scheme</b>   |
| <b>Link to website:</b> <a href="http://www.tradingstandards.gov.uk">http://www.tradingstandards.gov.uk</a>                             |
| <b>Cooling off time:</b> N/A  |
| <b>Multilingual service?</b> No   |
| <b>Crossborder service?</b> Yes   |
| <b>Complaint-link:</b> N/A  |
| <b>Added value:</b> Members offer deposit and prepayment protection, members offer insurance backed guarantees of bonding arrangements. |
| <b>Control of members?</b> Yes, controls via code sponsors  |
| <b>Blacklist link:</b> No   |
| <b>Organization behind the trust mark:</b> Trading Standards Institute (TSI)  |

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| <b>Trustmark.org.uk</b>  |
| <b>Link to website:</b> <a href="http://www.trustmark.org.uk/">http://www.trustmark.org.uk/</a>                      |
| <b>Cooling off time:</b> N/A   |
| <b>Multilingual service?</b> N/A   |
| <b>Crossborder service?</b> N/A  |
| <b>Complaint-link:</b> <a href="http://www.trustmark.org.uk/contact-us/">http://www.trustmark.org.uk/contact-us/</a> |
| <b>Added value:</b> Warranty protection similar to an insurance, internal ADR service                                |
| <b>Control of members?</b> Self inspections of members   |
| <b>Blacklist link:</b> No  |
| <b>Organization behind the trust mark:</b> UK Government   |

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