

## DOs

**Buy from trusted sources.**

Use brands and shops that you are familiar with or have used before and check the ratings of individual sellers on sites such as Amazon or eBay.



**Control the recurring charges.**

Before providing your card details to pay for a continuous service over the internet, find out how you can stop that service.



Many e-merchant sites will ask to store your payment details.



**Think twice before deciding and make sure you understand the risks this might imply.**

**Use credit cards when purchasing things online.**



Most credit cards have a strong customer protection policy. If you don't get what you ordered, the card issuer will refund you.

**Make sure the data transfer is appropriately protected.**

Look for the padlock symbol on the URL bar and use HTTPS and SSL protocols when browsing over internet.



**Always save all documents related to your online purchases.**

They may be needed to establish the terms and conditions of the sale or to prove that you have paid for the goods.



# GOLDEN RULES

## SAFE ONLINE SHOPPING



**EUROPOL**  
EC3 | European Cybercrime Centre



## DON'Ts

**If you are not buying a specific product or service, don't submit your card details.**



**When purchasing something online from another person,**

don't send money upfront to the seller. If possible, reserve the right to receive the goods first.



**Don't send money to anyone you don't know.**

If someone approaches you online and asks for money, think whether you would give the same amount to an unknown person on the street.



**Never send your card number, PIN or any other card information to anyone by e-mail.**



**Avoid doing your online shopping at sites that don't use full authentication (Verified by Visa / MasterCard Secure Code).**



**Never send your card details in an unencrypted e-mail.**



Some online shops outside of Europe may request a copy of your card and passport by fax as a guarantee.