



Online Shopping & Popular Shopping Apps



Overview

Introduction

- You can buy from the comfort of your own home using your computer or phone.
- Online stores to buy items and services
- Online marketplaces, buy and sell items and services
- You have your own virtual shopping basket, pay for them electronically and have them delivered to your home.
- You can even LayBuy online

Advantages

- Shop anytime it suits you, don't need to leave home.
- Greater variety of products available
- Can be easier to compare prices – some retailers will match prices
- You can browse and research goods for as long as you like with no pressure to buy
- Sometimes find rare goods on the online marketplaces
- Items are delivered direct to your door

Disadvantages

- Cannot try items on, touch or feel them
- Cannot see the exact colour
- Could be fees in delivery or delay in receiving your purchase
- It can be more time consuming to return items
- There may be fees in returning items

What you can buy online

- Tickets to movies, shows, events
- Accommodation
- Groceries
- Clothes
- Shoes / Footwear
- Pharmacy items
- Music to download
- Books
- Gifts
- Insurance
- Whitegoods
- Homewares and Manchester
- Technology
- And more!



Popular online shops and apps

1. eBay.com.au
2. Amazon.com.au
3. Kmart Australia
4. Woolworths
5. Gumtree.com.au
6. Ozbargain.com.au
7. Coles
8. JB Hi-Fi
9. Big W
10. Catch Deals
11. The Iconic
12. Kogan
13. Target
14. Officeworks
15. Chemist Warehouse
16. Spotlight Stores

Popular Marketplaces and apps

- Most popular – Gumtree, Facebook Marketplace and eBay
- eBay manages the entire secure process – and you can:
 - Ask a seller questions
 - Pay for your purchase
 - Provide feedback through rating systems
 - Keep track of all of your purchases and sales
 - And more!
- You do need to set up an account and log in each time you want to buy or sell – and even your preferred payment method
- If you are just browsing you do not need to create an account.

Things to keep in mind

- You can search your items online by category, aisle and brand
- Online stores usually let you save a list of items, even frequently bought items
- If you are not happy with the quality of your groceries, you normally receive a credit for your next order
- Delivery fees can vary according to some stores and the amount you purchase
- Some offer a discount if you are Seniors Card holder
- Look for the special offers
- You can check the terms of any online store
- You will be protected by Australian consumer law when you purchase within Australia.

Security Tips

Is online shopping safe?

- Buy from trusted websites, and especially Australian-based websites where Australian consumer protection laws can be enforced
- Online Australian business selling goods online must
 - ensure products and services meet Australian safety regulations
 - not mislead you or hide costs and other details from you
 - compete fairly to ensure a variety of choices on quality and price



- give you automatic guarantees with the right to ask for a repair, replacement, refund, cancellation or compensation as appropriate if there is a problem
- have the right to sell you a product—it mustn't be stolen and must belong to the business or individual and not come with any outstanding debts.
- Many have payment systems such as PayPal to help protect transactions made online

Be Aware of Your Supplier

- Buy from a reputable and well known source
- Know who you are dealing with – check the contact details
- Know the product you are purchasing – do some research
- Know what service you are buying – read the description including the fine print and refund/return and complaints handling policies
- Be wary if the website looks suspicious or unprofessional or is offering bargains that look too good to be true
- Check the currency, postage, handling, other charges, currency conversions and FINAL COST before paying

Make secure payments

- Verify person/company before you make the payment
- Use safe websites – look for the padlock, and https:// rather than just http://
- Use PayPal as your payment method
- Legitimate shopping sites will ask for your CVV number
- Never click on a link in an email to a shopping site
- If using Visa or Mastercard – check with your bank on their security measures – ask what they do if they notice unusual transactions or large purchases
- Never use free public Wi-Fi
- If you lose your credit or debit card, or think you have been scammed, report it to your bank immediately
- Never send your bank or credit card details by email
- Always print and keep a copy of the receipt or order number
- If shopping on sites such as eBay – use their payment system
- If going overseas, let your bank know

Reducing Costs

Comparison Shopping Sites

- Google Shopping – lists some of the best deals in Australia – www.google.com.au/shopping
- Myshopping.com.au – collects information on millions on products for your browsing – www.myshopping.com.au
- Have you tried **GOOGLE LENS!!!!**

Membership Discounts

- Insurance companies, ie RACV



- Seniors Discounts
- Club Memberships

Shipping Tips

- Look for sites with free shipping or free shipping over a certain amount
- Try and buy your products from one supplier if possible to reduce shipping costs
- Buy local from your area to save money on shipping costs

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