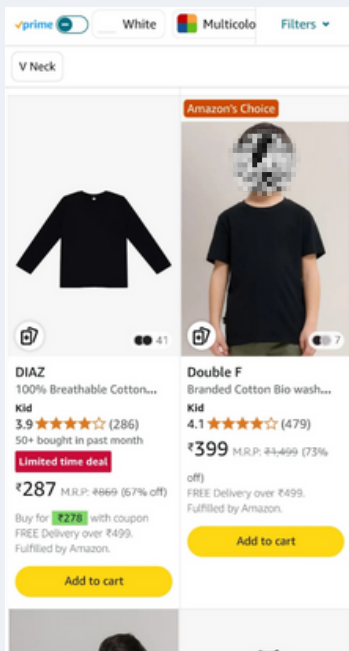


SHOP SMART, STAY SAFE!

Did you know?

A survey by Cybermedia research revealed that consumers from tier two cities and below spend more than two hours and 25 minutes per week on average shopping online—124 hours annually!



Your Online Shopping Safety Checklist

- Ensure the site is secure, has 'https://' and a lock icon in the address bar.
- Double-check the size, colour and any special features of the product to make sure it's exactly what you need. Don't just trust the pictures!
- Make sure to read the conditions of use, terms of service, and refund policy to understand the process if a product doesn't meet your expectations.
- Look for reviews and see what other customers are saying about the product. Watch out for fake reviews or suspicious content.

Customer reviews
★★★★☆ 4.3 out of 5
33 global ratings

Decode the Secrets of Safe Shopping!

1. Shoppers compare _____ to find the best deal (6 letters)
2. Online explorers share _____ about products purchased (7 letters)
3. Only buy from sellers you _____ (5 letters)
4. Faulty items can be _____ (8 letters)
5. Detailed information about the products is found in the _____ section (11 letters)
6. _____ code unlocks your account and keeps you safe (8 letters)



MAKING PAYMENTS

You've been waiting to buy earphones for some time. Your parents say that you can buy them online. Can you make a safe purchase without falling for any traps?



Tip!

Make sure that you have a secure online transaction by using **trusted payment gateways** and **avoid sharing sensitive details** (eg. OTP, card details, CVV code) **with unknown sources.**

A. Which of the following is not a trusted payment platform?

- www.payemnt23.web
- <https://amaz0np@y-secure.com/checkout>
- <http://amzonpaay-secure.co>
- <https://amazonpay.com/checkout/payment>

HTTPS://



B. You receive an SMS with a gift card code and a link to buy anything for ₹2000. When you click on the link, it says to request a callback. When you get the call, they ask you to immediately make a payment of ₹1000, to receive a gift card worth ₹3000. What do you do?

Make the payment!

Block the number

Report the number



Tip!

Many online games now have in-app purchases for extra points or exciting features. However, on unsafe apps, these can be risky. Your bank details or personal data could be leaked, leading to fraud. Apps may create standing instructions to automatically deduct money each month. Or, apps may show exciting offers to make you purchase more and more from them! Be careful:

Avoid in-app purchases, make sure the platform is reliable, and keep trusted adults informed. Also, check your bank transactions and settings often for suspicious activity!

AFTER PURCHASE

You have successfully placed your order and are now eagerly waiting for your package. Can you receive the package though?



Woohoo! Your earphones are finally on their way. But wait, you get a call from the delivery partner asking for the completion OTP. What do you do?



Give the OTP

Ask them to deliver first

Oh no! You never receive your package.



You have received your package! But it's damaged, what do you do?

Contact customer support

Leave a bad review

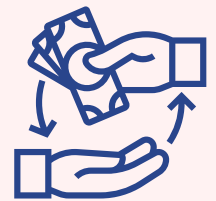
Call the delivery partner

Before requesting a refund or replacement, check the terms and conditions of purchase as well as the warranty provided by the brand.

You are left with damaged earphones

They agree to give you a refund. How should you proceed?

Get the refund and order new earphones.



Yell at them for sending damaged products.

You finally receive your new package. What next?

Your problem isn't solved

Leave a review of the product.



SCAM ALERT!



Sometimes, while shopping online, we may have unsafe and unpleasant experiences. There are times when it is hard to tell if we are being cheated... Have you ever felt this way? Worry not! Your online shopping customer service is here to help you stay secure!

When shopping online, you sometimes receive calls, e-mails or messages about your order... but how can you make sure they are genuine? Keep this checklist handy. If any of the below are true, the message, call or e-mail is suspicious!



ONLINE SHOPPING RED FLAGS CHECKLIST

- Did they ask you for sensitive information (eg: password, bank details)? Genuine shopping sites would never ask this on a call, e-mail or message!
- Did they call you about a contest or lottery?
- Is the e-mail ID different from the official domain? (e.g.: for Amazon, the ID should end with @amazon.in or @amazon.com only)
- Did the call, e-mail or text already contain your personal, sensitive information (eg: OTP or address) or unknown URLs/links?
- Did they mention orders you have not placed?
- Did they threaten to suspend your account unless you take a specific action or share information?
- Did the e-mail/text contains too many spelling mistakes or design errors?

Did you know?

On Amazon, you can **raise a complaint** on phishing attacks, suspicious calls/e-mails/texts or unsafe/suspicious products. Under Amazon's Help...

- ☆ Go to "[Report Something Suspicious](#)" and select among the options. Submit the report with relevant details. Forward the suspicious e-mail/text on reportascam@amazon.in.
- ☆ Report mysterious packages under "[Unsolicited Packages Received](#)" by checking the box carefully and submitting details
- ☆ **Report sellers or products directly** from the product page, by clicking on "Report an issue with this product or seller" and following the instructions.

[Here are some common scams](#) identified by Amazon. How many stars will you give this information?

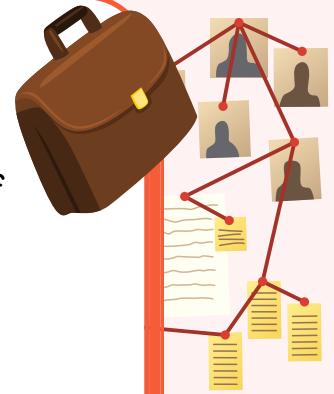


KNOW YOUR RIGHTS!



Did You Know?


As citizens of India, we all have fundamental rights, guaranteed to us by the Indian Constitution. These rights ensure that everybody, regardless of who they are, can live with freedom and dignity. For example, the right to life entitles all citizens to food, water, shelter, healthcare and education. Similarly, right to equality, right to freedom, and right to freedom of religion ensures that all citizens are treated equally and can make choices for themselves in society. Just like these fundamental rights protect us as citizens, we also need to be aware of and exercise our consumer rights when participating in the marketplace. Being informed about these rights helps us make better choices and protects our interests as consumers.



Congrats! You've cracked the code of safe online shopping. Now, you are a Consumer Rights Detective. You've been chosen to decode clues that can help online shoppers stay safe!



A consumer is anyone who purchases goods or services for use. Under The Consumer Protection Act, 2019, all customers are entitled to six consumer rights, which allow them to shop in a safe informed manner. Can you match them with their meaning?

- 
- (A) Right to safety
 - (B) Right to redressal
 - (C) Right to be heard
 - (D) Right to be informed
 - (E) Right to choose
 - (F) Right to consumer education

- (i) Allows consumers to seek remedies for unfair practices
- (ii) Ensures that consumers can voice their concerns, and be taken seriously
- (iii) Protects consumers from dangerous or unsafe goods and services
- (iv) Ensures consumers access to a variety of goods at competitive prices
- (v) Ensures people have guidance to be an informed, responsible and safe consumer
- (vi) Ensures consumers have all accurate information of the product before purchasing

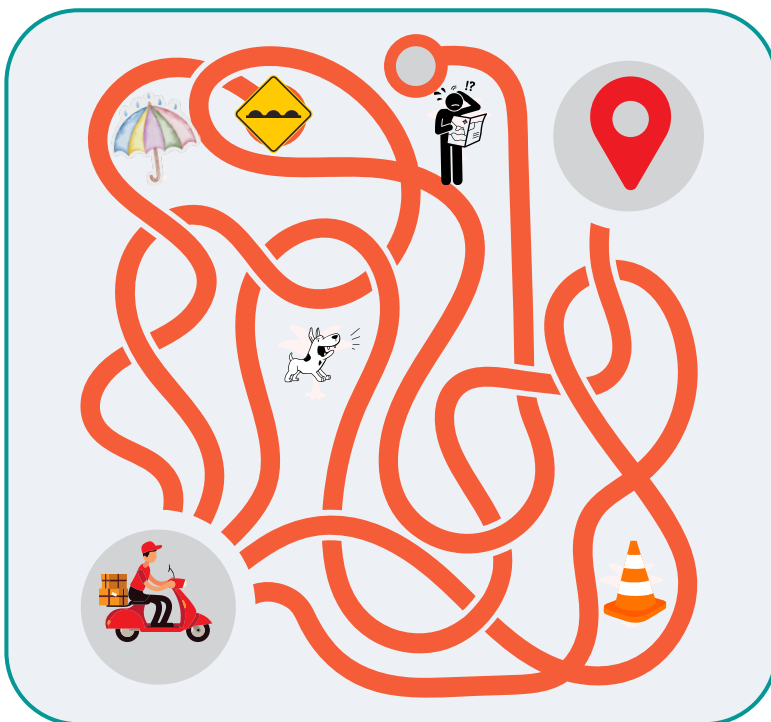
RESPECTING DELIVERY PARTNERS



Did you know?

According to an ILO Report, people who work with various online platforms – as delivery partners, drivers or service providers – may be as young as 18 years old, and as old as 58 years old. Many of them are primary breadwinners, sustaining their family!

A. Help Arjun navigate through the maze to make his deliveries successfully. Trace a clear path with your finger, and avoid obstacles along the way!



B. Identify the kind, respectful actions towards delivery partners.

Greet politely

Be patient

Ignore their presence

Leave unfair reviews

Be understanding in bad weather

Complain about delays

Leave negative feedback without cause

Give clear directions

C. Sheena's delivery is marked as "arrived," but she hasn't received a call. After 5 minutes, she sees the delivery partner struggling to find the address. What should she do?

- Wait for them to figure it out on their own
- Guide them to the correct location
- Report them for incompetence

ANSWER KEY

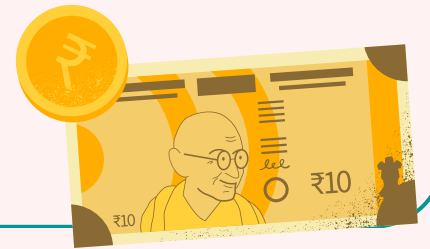
SHOP SMART, STAY SAFE!

1: PRICES 2: REVIEWS 3: TRUST 4: RETURN
5: DESCRIPTION 6: SECURITY



MAKING PAYMENTS

- A. www.payemnt23.web; <https://amaz0np@y-secure.com/checkout>; <http://amzonpaay-secure.co>
- B. **Block the number** **Report the number**
- C. Ignore the email and avoid sharing personal information.




KNOW YOUR RIGHTS!

- A - (iii); B - (i); C - (ii);
D - (vi); E - (iv); F - (v)



RESPECTING DELIVERY PARTNERS

- A. A maze with orange and yellow paths. At the start is a delivery person on a red scooter. At the end is a red location pin. Obstacles include a yellow diamond warning sign, a white dog, a white umbrella, and a traffic cone.
- B. **Greet politely** **Be patient**
Be understanding in bad weather
Give clear directions
- C. **Guide them to the correct location**