

Recognising scams in online marketplaces (OMPs)

Using online marketplaces is a popular way to shop and there are many potential bargains to be had. It's also a good way to sell items you no longer want. However it is important to know that scammers operate in OMPs. There are risks of paying for faulty, misdescribed, counterfeit or non-existent items.

There are some warning signs to look out for, including:

- Asking for bank transfer payments only
- Offers that seem too good to be true
- Offering hard to come by items - such as the top Christmas toy that has been out of stock with all major retailers
- Accepting more than one offer on an auction site for one item
- How much information are they giving? Do they give information on returns? Postage information/ cost etc..

As a seller you also need to be wary of bogus buyers, who may:

- claim they didn't receive the item
- return a replica item of the one you sold
- offer more money for the item, to entice you into a sale, but send a cheque that is not valid

More information about shopping safely online can be found on the Get Safe Online website <https://www.getsafeonline.org/shopping-banking/auction-sites/>

You can get advice on from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05