

If something you ordered hasn't arrived

For many people buying goods to be delivered to their home is a convenient way to shop. However there can be times when things going missing.

When this happens it is the seller's responsibility to make sure the item is sent to you to the address/ location you have specified. Contact the seller to find out where it is. If the item doesn't arrive, you'll be entitled to a refund or replacement.

If the contract includes the seller organising the delivering then any non-delivery issues and problems with the delivery are the responsibility of the seller. However, if there has been an attempt to deliver the parcel but it is being stored for collection or redelivery this will be for you to arrange.

Read the Citizens Advice consumer page 'If something you ordered hasn't arrived' for more information to resolve the problem.

www.citizensadvice.org.uk/consumer/somethings-gone-wrong-with-a-purchase/if-something-you-ordered-hasnt-been-delivered/

You can also use the Citizens Advice interactive resource Pass the Parcel <http://passtheparcel.cymru/> to find out more about the journey of a parcel from buying to arriving at your home. This covers:

- things to think about when you are buying items for delivery
- your rights when the item doesn't arrive
- what happens when you change your mind

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

Welsh-speaking adviser: 03454 04 05 05