

scam

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Online Shopping Scams

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Many online shopping scams begin on social media or via email, with adverts offering products or services at cheap prices.

The aim of these is to encourage consumers to click through to a scam website, where they are asked to enter contact and bank details to purchase non-existent products.

Common Scams



Social media adverts using the names and images of big brands and offering large discounts on branded products. Links in these ads often lead to copycat websites that use the company's legitimate branding in an attempt to appear genuine.

Scam websites that appear near the top of search engine results and have an address that are very similar to that of the genuine company/brand






Some of these copycat websites even have a pop-up chat box with a fake customer service assistant



Adverts posted by scammers on online marketplace such as Facebook or Ebay, for secondhand vehicles or car parts that don't actually exist.

The posts use images of vehicles taken from other websites and may use the contact details of a legitimate company. They often include a sense of urgency, saying that the cars must be sold soon, and have unusually low prices

Avoid Online Shopping Scams

-  **Be wary when buying products from unknown websites or sellers, particularly if they are advertised at a price that is significantly cheaper than on official websites**
-  **Pay by credit card or a secure online payment system for stronger protection**
Be suspicious if a seller will only accept payment via bank transfer
-  **Make sure you have contact information for the seller**
The website should list a valid return address and contact details - be suspicious if a UK website has a returns address overseas and check that the address is listed with Companies House
-  **Do some research**
Check the site's return policy and terms and conditions and look out for spelling or grammatical mistakes and poor-quality images.
Check independent reviews of the seller/store on official websites rather than relying on reviews hosted on the website itself.
www.getsafeonline.org/checkawebsite is an easy-to-use online tool which helps you to determine whether a website is likely to be legitimate or a scam before you visit it
-  **Report online shopping scams**
Report all scams to **Advice Direct Scotland** on 0808 164 6000 or via scamwatch.scot
You can forward suspicious emails to report@phishing.gov.uk
If you have lost money or are worried that you have given your bank details to scammers, **contact your bank and report it to Police Scotland on 101**

Find out more:

www.tsscot.co.uk/scamshare

