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Consumer Tips: Not Happy With Your Purchase? Here's How To Get Results

By News Canada

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by: News Canada

Web based "Complaint Courier" designed by governments to help Canadians

If this doesn't work, visit the Canadian Consumer Information Gateway Web site at

ConsumerInformation.ca

and click on 'File a complaint'. This will hook you up to "the Complaint

News Canada

provides a wide selection of current, ready-to-use copyright free news stories and ideas

for Television, Print, Radio, and the Web.

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Internet Shopping Tips

By News Canada

(NC) – Here are some Internet shopping tips from Industry Canada's Office of Consumer Affairs:

Know the merchant you are dealing with.

Look for detailed product information.

Read the contract's terms and conditions and print or save them.

Check for quality assurance certificates or seals.

Verify that the merchant has a fair and clear complaint–handling process.

Make sure the merchant has a secure transaction system to protect your financial information.

Review the merchant's policy for protecting personal information.

Watch out for mass e–mails, scams etc.

<http://consumer.ic.gc.ca>

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