



Before making an online purchase

- Make sure you are on a secure site. The website address begins with <https://> and an icon (usually a small, locked padlock) appears next to the address bar or at the bottom of the page.
- Check whether the merchant provides complete contact information and customer service information: company name, address, phone number, email, etc. This will make it easier for you to assert your rights if there is a problem. You can even test the company's phone number or email address before making a purchase.

Avec la participation financière

**Office
de la protection
du consommateur**

Québec



- Find out about the merchant's exchange and reimbursement policy. Unless an internal policy states otherwise, the merchant is not required, for example, to reimburse you for an item you no longer want simply because you have changed your mind.
- Beware of "free" sample offers and offers that are too good to be true. If it's free, you shouldn't have to take out your credit card! Be particularly wary of unsolicited offers.
- Only give out information that is relevant to the transaction. If you have doubts about a request for information, you can contact the merchant to find out how the company intends to use this information.



If you have not received your purchase within 30 days after the date indicated by the merchant in the contract, you have the right to cancel. If no date is indicated in the contract, the 30-day period that follows the date of purchase is considered. You also have the right to cancel if the merchant fails to provide you with certain information about the company and the transaction.

450 756-1333 ou 1 866 414-1333
info@aceflanaudiere.ca
www.aceflanaudiere.ca



Lanaudière