



# STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi  
Sponsored by Department of Consumer Affairs, Govt. of India



## E- Commerce

- Check with the manufacturer / distributors whether e-commerce websites you wish to shop are listed as their authorized resellers for the products you wish to buy. The after sales warranty services are generally extended by the companies or authorized importers.
- Avoid shopping at Cyber Café or smart phone using public wi-fi such as Airports, shopping malls etc.. Cyber-café and public wi-fi are highly insecure for payments through credit / debit cards.
- Use only trusted web-sites for on-line shopping through trusted payment gateways. The trusted websites starts with https://.....
- While making payments for telephone / electricity bills, please ensure that the relevant particulars like consumer number, bill number or telephone numbers are properly filled before clicking on "Make Payment". The receipt so generated could be saved on the computers. Avoid printing of the payment receipts.
- Please keep all SMSes pertaining to orders, payments etc. saved till the time transactions are completed satisfactory.
- Before doing any shopping at on-line shopping store; please ensure that the site has provided proper details of customer care in their link 'contact-us' with telephone number, email ids, postal address etc. If possible, verify details of telephone number and email id by giving a call and mail to seek some details about some products.
- The aesthetics like colour design and size of the products like garments, bags, furniture, show pieces, kitchenware etc. shown on web sites would look different than what are actually delivered. Please take care while shopping such products.
- Do not fall prey to unbelievable or unrealistic commercial schemes offered by sites.
- Do not make purchases by clicking on the links from emails, advertisements etc.
- Provide complete details in the order form including mobile number, email id.
- Study the complete terms and conditions including delivery commitments, refund policies and process for warranty replacements, after-sales service facilities, defective goods/ dead on arrival and any other instruction that need to be followed at the time of acceptance of the delivery.
- Keep a record of the details of the registered orders and note down the reference number of the payment confirmation.
- Read the fine print before making the purchase.
- Compare the prices offered by various e-commerce sites before ordering the product.
- Open the box immediately as soon as you receive it to check for its breakage, dead on arrival etc.
- Check the product if it is delivered as per your order.
- If the products is purchased on "pay or cash on delivery (POD) basis", check the product before making the payment to the delivery man. Refuse to take delivery of the box if the delivery man is not allowing you to see the products before making the payments.
- Check whether the company has got any authorized service center near your locality.
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- Certain products require installation by the company's authorized representative. The companies usually advise to open the delivered boxes by their authorized representative for any shortage, breakage etc. Get the report signed from them for any deficiency.
- Do not fall prey to false promises, exaggerated claims. Or unbelievable free schemes, contest etc.
- If possible, go through the reviews/feedback of other users.
- Discharge your responsibility by giving your feedback about any adverse experience with the company for safeguarding the interest of others from unethical business practices.

## STATE CONSUMER HELPLINES

**ANDHRA PRADESH**-1800-425-0082, 800-425-2977 **ARUNACHAL PRADESH**-1800-345-3601 **ASSAM**-1800-345-3611 **BIHAR**-1800-345-6188 **CHHATTISGARH**-1800-233-3663  
**GUJARAT**-1800-233-0222, 079-27489945/46 **HARYANA**-1800-180-2087 **HIMACHAL PRADESH**-1800-180-8026 **KARNATAKA**-1800-425-9339 **KERALA**-1800-425-1550  
**MADHYA PRADESH**-0755-2559778/155343 **MAHARASHTRA**-1800-2222-62 **MIZORAM**-1800-231-1792 **NAGALAND**-1800-345-3701 **ODISHA**-1800-345-6724, 1800-345-6760, 0674-2351990/2350209 **RAJASTHAN**-1800-180-6030 **SIKKIM**-1800-345-3209,3236 **TAMIL NADU**-044-28592828 **UTTAR PRADESH**-1800-1800-300 **WEST BANGAL**-1800-345-2808  
**PUDUCHERRY**-1800-425-1082, 83, 84, 85 **MANIPUR**-1800-345-3821, 0385-2443924 **TRIPURA**-1800-345-3665

### GRAHAK SUVIDHA KENDRA

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