

# Buying and selling online overview

Buying and selling online can be a convenient, safe and contactless way to get what you want... and to get rid of what don't want too!

## What are online shopping websites?

Online shopping websites let you buy from the comfort of your home using your computer. There are two main types of sites for online shopping:

- Online stores, where you go to buy items and services.
- Online marketplaces, where you can both buy and sell items and services.

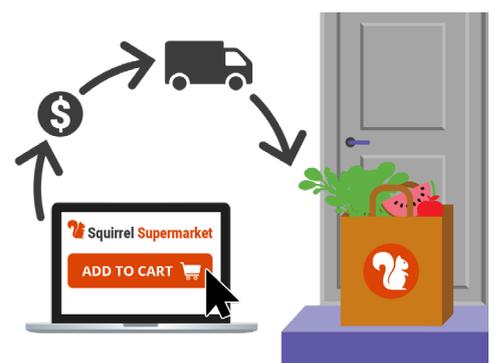
Online stores are a lot like regular shops. In fact, many regular stores are online stores too, such as Myer, David Jones, Coles and Woolworths. Others, such as Amazon, are online only. When you shop online, you add products from the store's website to a virtual shopping basket, pay for them electronically and have them delivered to your home.

Some advantages of buying online are:

- You can shop anytime it suits you and you don't need to leave home.
- There is often a greater variety of products available.
- It can be easier to compare prices.
- You can browse and research goods for as long as you like, without feeling pressure to purchase anything.

Some disadvantages of buying online are:

- You can't try items on, or touch and feel them, or see the exact colour before buying.
- It can be more difficult to return items.
- Because items need to be delivered, there may be fees and a greater delay in receiving your purchase.



Shop online and have goods delivered to your door

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## Where can I buy and sell online?

The buy/sell websites let you sell items and services in addition to buying them. These are sometimes called online marketplaces or auction sites. Many of the goods sold on these sites are new and some are used. You can sometimes even find quite rare speciality goods. The goods on buy/sell websites may be for sale at a set price or may be listed for auction.

The most popular buy/sell sites are Gumtree, Facebook Marketplace and eBay. eBay manages the whole process whether you're buying or selling. Through its secure systems you can:

- ask a seller questions
- pay for your purchase
- provide feedback through eBay's rating system
- keep track of all your purchases and sales
- and a lot more.

To use an online marketplace, you will need to set up an account and log on each time you're planning to buy or sell something. For eBay you will also need to set up your preferred method of payment.

If you're just browsing an online marketplace, you don't need to set up an account or to log in to an account you have already set up.

## Things to keep in mind when shopping online

If you're just planning to shop online, here are a few things to keep in mind:

- Online grocery stores usually let you save a list of items you frequently buy, making it easy to do your shopping.
- Fresh fruit and vegetables are selected for quality by in-store staff members.
- You should check the terms of any online store that you use to make sure you can return goods which aren't satisfactory.
- And remember, you will still be protected by Australian consumer law so long as you purchase within Australia.



The world's biggest online marketplace lets you buy and sell internationally



Popular online marketplaces allow you to buy and sell Australia-wide