



## The Savvy Consumer's Checklist Shopping for the Holidays

During the holidays, many of us spend more money and purchase more items than at any other time of the year. Because the number of transactions we are involved in during this busy shopping season is multiplied, so are the chances that something will go wrong with a purchase. If you have a problem, the following tips may help:

- ✓ **Understand your rights regarding timely shipment.** Retailers must ship your order within the time specified in their ads or on their Web site. If no timetable is specified, the retailer must ship your order within 30 days. If the company cannot ship your order within the specified time, they must give you the option either to agree to the delay or cancel your order for a full refund.
- ✓ **Keep a record of your transactions.** This includes printouts documenting orders placed online (print out the confirmation page, which will include information about your order, payment, and shipping) and any e-mails to and from retailers.
- ✓ **Contact the retailer about any problems.** If you are not pleased with your purchase for any reason, contact the retailer. If the retailer does not make amends to your satisfaction, you may file a complaint with the Office of the Illinois Attorney General, the Better Business Bureau, or the Federal Trade Commission.

*please visit*

[www.IllinoisAttorneyGeneral.gov](http://www.IllinoisAttorneyGeneral.gov)



### Consumer Fraud Hotlines

#### Chicago

1-800-386-5438

TTY: 1-800-964-3013

#### Springfield

1-800-243-0618

TTY: 1-877-844-5461

#### Carbondale

1-800-243-0607

TTY: 1-877-675-9339