

Attachment 1

Consumer Protection Principles in Electronic-Commerce

<u>Categories</u>	1 = Books.	2 = CD's/softw are	3 = Travel.	4 = Clothing.	5 = Other.
Does the website provide consumers with the following information?					Yes/No
Q1 - The physical address of the business, or its address for registration purposes (such as a business registration office)? Businesses engaged in electronic commerce should provide consumers with accurate, complete and easily accessible information about themselves. If you are unable to establish any physical location for the business you should answer 'No' to this question.					Fill in Q1 of the Sweep Day Record
Q2 - Email address, telephone or other contact information that allows consumers to quickly and effectively contact the business?					Fill in Q2 of the Sweep Day Record
Does the website provide the following information before the conclusion of the contract?					Yes/No
Q3 – An itemisation of costs that would be incurred for the purchase of a particular item? (including cost of the product/service, delivery, postage & handling) Businesses should provide consumers with sufficient information about the terms and conditions of the transaction to enable consumers to make an informed decision. If you are unable to ascertain all the likely costs without actually completing the transaction then you should answer 'No' to this question.					Fill in Q3 of the Sweep Day Record
Q4 – Information regarding the security of any online payment mechanism? For example does it refer to any encryption methods that will be used to protect credit card information? If the site has no reference to the security of any online payment mechanism you should answer 'No' to this question.					Fill in Q4 of the Sweep Day Record
Q5 – Applicable currency for the purchase? If the website simply gives the price in dollars (\$) but does not state what sort (ie which country) then you should answer 'No' to this question.					Fill in Q5 of the Sweep Day Record

	<p>Q6 - The possibility of any restrictions or conditions that may apply to the purchase? (such as geographic restrictions or parental/guardian approval requirements for minors) If there is no mention of any possible restrictions you should answer 'No' to this question.</p>	<p>Fill in Q6 of the Sweep Day Record</p>
	<p>Q7 – Does the website provide information related to return, exchange, or refund policies? If the website has information about any of these topics you should answer 'Yes' to this question. This question is not intended to assess the quality of any of these policies but simply to check if a website provides information about these topics.</p>	<p>Fill in Q7 of the Sweep Day Record</p>
<p>Complaints</p>	<p>Q8 – Does the website explain how a consumer can lodge a complaint? If a consumer is unhappy with any aspect of the product/service does the website provide any information about the process for lodging a complaint?</p>	<p>Fill in Q8 of the Sweep Day Record</p>
<p>Applicable law</p>	<p>Q9 – Does the website specify which legal jurisdiction will apply to the transaction (ie the trader's or the customer's country)? If there is no statement regarding legal jurisdiction or the applicable law for the transaction you should answer 'No' to this question.</p>	<p>Fill in Q9 of the Sweep Day Record</p>
<p>Privacy</p>	<p>Q10 - Does the website have a privacy policy? Is there any statement that indicates how the website will handle your personal information? This question is not intended to assess the quality or adequacy of a websites privacy policy but simply to ascertain if the website has a privacy policy.</p>	<p>Fill in Q10 of the Sweep Day Record</p>