

# Stay smart

## When **shopping online**

Are you shopping for clothes, tech, or gifts online?

Not everything online is real and scammers know how to trick you.

### Think Before You Buy:

- ➔ Is the deal too good to be true?
- ➔ Does the site name look off? (Like “amaz0n.co” instead of amazon.co.uk)
- ➔ Can you find real reviews of the seller?

**Need help? Visit our resource hub or  
speak to a trusted adult**



**Childline** – Call 0800 1111 or go to [childline.org.uk](http://childline.org.uk)  
**The Mix** – Support for under-25s: [www.themix.org.uk](http://www.themix.org.uk)  
**Family Lives** – [www.familylives.org.uk](http://www.familylives.org.uk)  
**NSPCC Helpline for young people and parents** –  
0808 800 5000

## Watch Out for These Scams:

- ➔ Fake websites that look just like the real thing
- ➔ Ads on social media with crazy discounts
- ➔ Listings with “Only 1 left!” or “Deal ends soon!” to rush you
- ➔ Copied photos from real sites to make fake listings look genuine

## Do This Instead:

1. Ask a parent or trusted adult before buying
2. Use safe payments (credit card or PayPal – never bank transfer or gift cards)
3. Look for return policies and contact info

Use our online password creator:

[Safe&smart.co.uk](https://www.safeandsmart.co.uk)

## Protect Your Account

1

Use a strong password

2

Turn on 2-step verification

3

Don't store your card info unless necessary

## Already Got Scammed?

### What to do immediately

#### Stop further payment

If you used a debit or credit card, contact your bank or card provider immediately and explain it might be fraudulent.

If you used a payment app or platform (e.g. PayPal, etc.), report the transaction and ask them to reverse or hold the funds.

#### Preserve evidence

Save copies/screenshots of all messages, emails, adverts, websites, receipts, transaction records, usernames, etc.

Note dates, times, what was asked, and what you did.

Do not delete any communication from the scammer.

#### Report the scam

In England, Wales, Northern Ireland: **report to Action Fraud via their website or by phone: 0300 123 2040.** [www.actionfraud.police.uk/reporting-fraud-and-cyber-crime](https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime)

In Scotland: contact Police Scotland (e.g. via 101 for non-emergencies).

Also report “online shopping fraud” explicitly. [www.actionfraud.police.uk/a-z-of-fraud/online-shopping-fraud](https://www.actionfraud.police.uk/a-z-of-fraud/online-shopping-fraud)

**Contact your bank or payment provider too.**

## Get support for mental/emotional impact

It's common to feel embarrassed, anxious, or “stupid” after falling for a scam — you are not to blame. Many people are tricked. [www.vcas.uk/how-we-can-help/cyber-crime/](https://www.vcas.uk/how-we-can-help/cyber-crime/)

#### Victim Services

Seek emotional support from trusted friends, family, school counselor, or mental health services.