

The Safe.Shop Code of Conduct Checklist

Rule	Validation by Certifier
<p>The company exists & can be reached: We (the Webshop) give you (the Consumer) information on our identity (e.g. company name, chamber of commerce registration number, visiting address), and how to contact us in a convenient way (e.g. regular mail, e-mail, social media, telephone) before you place an order. In case we operate on behalf of another Webshop we also inform you on his identity.</p>	<ul style="list-style-type: none"> • Verify if the company is registered with the authorities as being an organization (private persons are not allowed). • The contact details under which the company is registered with the authorities and in your system, must be the same. • Contact details (minimal company name, visiting address, email address and telephone number) can be accessed via a maximum of 3 clicks from the home page on the webshop/should be easy to find • Imprint should be identifiable and correspondingly designated.
<p>You know when, what and how you buy: We (the Webshop) ensure to have a transparent, accessible and easy order process that gives you (the Consumer) the option to check your order and eventually correct it before you conclude the order. Before you conclude the transaction, we will provide clear and transparent information on your legal rights and obligations. We always will confirm your order and give you information on your order and its progress.</p>	<ul style="list-style-type: none"> • Verify that a clear order confirmation page is shown with: <ul style="list-style-type: none"> ○ the products/services being bought ○ price of each product purchased ○ the final price (a present accumulation of the prices of all purchased products) ○ the billing and delivery address (in case a product is bought). ○ the legal rights and obligations are clearly referred to (usually: a check mark which states agreement with the terms & conditions of the webshop).
<p>What you buy is what you get: We (the Webshop) make sure that the essential characteristics of the products and services are adequately described. The products will be delivered to you (the Consumer) based on the description and the product photo. If you buy a specific brand, we will deliver that specific brand. We do not sell fake and counterfeit products. If a product infringes on the intellectual property rights of third parties, you may return the product at our expense and you will receive a full refund.</p>	<ul style="list-style-type: none"> • Verify that the Webshop agrees with the conditions set in this code of conduct by checking at least 10 products in as many different product categories as possible if they are well described, with clear photos and that brand products are sold at reasonable prices (not too low).
<p>Prices are clear and complete: We (the Webshop) will be clear and transparent on our offer and the price you (the Consumer) must pay for our services or our products before you enter the order process. We will not charge you for additional services or products unless you explicitly agree with these additional services or products. Before concluding the transaction, you will see the final price including all taxes, custom costs, delivery costs and other surcharges. If the final price cannot include all costs to be paid by you, it is explicitly stated which costs are not included next to the final price, with a link to a page</p>	<ul style="list-style-type: none"> • Verify if first offer prices shown are final prices and including taxes and shipping costs. If the final price is not shown, the costs not included must be clearly stated next to the first offer price or referred to with a link to an (external) web page where the additional costs can be determined.

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<p>Payment is safe: We (the Webshop) offer you (the Consumer) a range of widely accepted and safe payment methods. At least one payment method offers you the option to recover your payment without our consent or offers you the option to pay after the goods have been received.</p>	<ul style="list-style-type: none"> • Verify if online banking payment, credit card option or an after-delivery payment method (COD) is offered. Examples are: Alipay, Afterpay, Mastercard, Visa card, PayPal, payment at delivery, etcetera. Make sure the fees for each different type of payment are displayed. Transparency is important. • What about the refund money? <ul style="list-style-type: none"> ○ Make sure the people have the choice of getting their money back by using one of the payment methods.
<p>Delivered as promised: We (the Webshop) will deliver at the place and time as specified in the order with you (the Consumer). If we are unable to deliver as promised we will inform you as soon as possible. If we are unable to deliver the product within seven working days after the promised delivery time, you have the right to cancel the order and return the product at our expense.</p>	<ul style="list-style-type: none"> • Verify if the terms and conditions and information shown on the website of the Webshop comply with this code of conduct.
<p>Right to return in 14 days: We (the Webshop) allow you (the Consumer) to return products within 14 days after delivery without having to give a reason. Only a few kinds of products can be exempted from return**. If we choose to exempt these products, we will clearly state so before the transaction is concluded. We will reimburse all payments received by you (including shipping costs) within 14 days after the goods have been received back or you have supplied us with evidence of having sent back the goods, whichever is earliest. The customer bears the shipping costs of returning the goods. Likewise, if you return part of the order, we do not have to refund the shipping cost of sending you the product. If technically possible, we will return the payments via the same payment method through which we have received payment.</p>	<ul style="list-style-type: none"> • Verify if the terms and conditions and information shown on the website of the Webshop comply with this code of conduct. • Verify reimbursement of payments (maybe base that on possible customer complains; clearly a post-purchasing action, but still needs verification in due time).
<p>Complaints are handled fast & fairly: We (the Webshop) will make sure you (the Consumer) can contact us in an easy and convenient way. We commit ourselves to offering a transparent and easily accessible customer service and complaints handling system. If you contact us, we will reply substantively within 3 working days in at least the language in which you have concluded the transaction and if possible your own language. We inform you via the Safe.Shop trust mark logo on every page of our webshop about how to file a complaint and the possibility to start an out-of-court dispute handling process with Safe.Shop as intermediate.</p>	<ul style="list-style-type: none"> • Verify the Safe.Shop script is implemented on the Webshop's website including the link to the Safe.Shop ODR process.

<p>Your privacy is protected: We (the Webshop) respect your privacy, protect your data and care for a safe web-environment. We are transparent and inform you on the collecting and processing of your data and the purposes for which we use them, including information regarding cookies policy. Data is collected to carry out the order and to improve our offer to you and your buying experience. You will always have the option to opt-out from commercial communication. We will not transfer or sell your contact details to a third party without your explicit consent unless required to do so by law.</p>	<ul style="list-style-type: none"> • Verify if the data transfer through sections of the website where data is entered by the Consumer are secured by a SSL/HTTPS connection. • Verify if the privacy statement mentions: <ul style="list-style-type: none"> ○ the categories of information being processed, ○ the purposes (why) and methods (how) the data is being processed (include the use of cookies for example) ○ with whom what data will be shared with, ○ the retention periods for the data ○ the identity and contact details of the processor ○ are there any mentions of storage of IP addresses?
<p>All reviews shown are real: We (the Webshop) may choose to use a review system. The review system adheres to the standards set forth by Safe.Shop meaning that all reviews (both positive as well as negative ones) are shown in the same way and have been written by Consumers who have actually bought a product or service from our webshop.</p>	<ul style="list-style-type: none"> • Verify that, if a review system is used and if it adheres to the set standards.
<p>Your national Consumer laws apply: We (the Webshop) shall comply with the applicable laws and regulations of the country from which you (the Consumer) concludes the transaction. The Consumer laws and regulations of your country supersede those of the Code of Conduct of Safe.Shop and the rules of the country from which we sell. The Code of Conduct of Safe.Shop again supersedes the rules of our own terms & conditions.</p>	<ul style="list-style-type: none"> • Verify that the Webshop agrees with the conditions set in this code of conduct.