

KNOW



BEFORE YOU SHOP ONLINE FOR THE HOLIDAYS

CHARITY - Take Caution When Donating to a Charity.



Only contribute to organizations whose names you recognize.

Illegitimate charities may use names that sound like those of respected organizations.

A legitimate charity will provide information outlining its mission, how donations are distributed, and proof that your contribution is tax deductible.

CYBER CRIMINALS - Be Diligent When Shopping Online.



Only buy from reputable web sites. Don't do business with any company that won't provide its name, street address and telephone number.



Before you buy online, understand return policies, the cost of shipping and when your items will be sent.



Keep records of all transaction and e-mails to the retailers.



Don't Get Hooked by an E-mail or Text Message Scam. Beware of scammers trying to get your personal information by sending you a message from what appears to be from a trustworthy source.



Don't respond to messages that ask for personal or financial information.

!! Make sure the location you receive packages is secure !!

Consumers
Should Call
311 to File
Complaints!



Department of Business Affairs and Consumer Protection
City Hall, 121 North LaSalle Street, Room 805, Chicago, IL 60602



@ChicagoBACP



CityofChicago.org/BACCP

www.cityofchicago.org/consumerprotection