businesscompanion
trading standards law explained

# Introduction

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Selling goods via online platforms

## Selling goods via online platforms

The purpose of this short guide is to inform you of the UK rules when selling goods online. Whether you are selling goods via your own website or through a third party such as an internet auction, marketplace or social media, you need to understand the rights of your consumers and how to contract legally.

This guide will:

- define your obligations as a trader
- explain what information you have to provide
- explain what your consumers rights are with regard to cancellations and returns, including timeframes

The guide will also touch on product safety and the impact of the EU exit, however, more detailed guidance on this can be found in Business Companion's In-depth Guides.
Please note, different rules apply to contracts for the provision of services or digital products and are not covered here.

This guidance mainly covers the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCRs) but also refers to the following legislation:

- Consumer Protection from Unfair Trading Regulations 2008 (CPRs)
- Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015
- Alternative Dispute Resolution for Consumer Disputes (Amendment) Regulations 2015
- Consumer Rights Act 2015 (CRA)
- EU Regulation (EU) 2018/302 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market
- General Product Safety Regulations 2005

**Does this law apply to my business? >**

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