



Mail Order

Consumer Protection Branch receives many calls from people about mail order buying. Most mail order complaints involve things that were ordered but not received. Other people have said that they have been billed for products they never received.

Most mail order companies are legitimate. Most complaints, therefore, are about a small number of companies that are unscrupulous or may, for one reason or another, have gone out of business. When a company has gone out of business, consumers are left without the product and often their money.

Another problem faced by consumers has been that the things they receive in the mail are not the same as the company's advertising said they would be. What is delivered is often greatly different.

Be sure to check the honesty of the company before you attempt to buy anything by mail order.

A legitimate company should send you a short list of customers in your area. You can contact two or three of these people to see if they are satisfied with the company.

Ask the company for a list of customers before you order anything.

You may have a difficult time getting your money back from a company located outside Saskatchewan. It may be difficult to pursue legal remedies if a problem arises.

Beware of exaggerated claims, unusually low prices, and vague offers in advertising.



Whenever you order anything by mail, make sure you have the company's address and telephone number on file. If you are going to order something by telephone, ask when the goods will be delivered.

Perhaps the best method of buying by mail is to ask the company to send the goods to you C.O. D. You can pay a small down payment to show your interest in the purchase. It is not a good practice to pay in full for anything you do not have in your possession. In the case of mail order, you will not be out much if the product is not delivered.

If you pay for something by cheque or money order, keep copies as your proof of payment. Never send cash through the mail. Another important point to remember is that if merchandise is lost in the mail when it is being returned by you for a refund, you may be required to pay for it.

Always insure other people's property when you send it in the mail.

You are not responsible for any merchandise you receive in the mail that you did not ask for. That is the law in Saskatchewan. If you

do receive something in the mail that you did not request, contact the Consumer Protection Branch about your rights.

Local businesses may have a similar product to that offered by a mail order company. It might be worth shopping around locally before ordering something from outside Saskatchewan.

A source of contact is:

Canadian Marketing Assoc.
Suite 607 – 1 Concorde Gate
Don Mills, Ontario M3C 3N6
(Removal of name from mailing list, mail order complaints)

For more information contact:

**Ministry of Justice
and Attorney General
Consumer Protection Branch
Suite 500
1919 Saskatchewan Dr.
Regina, SK S4P 4H2
Phone (306) 787-5550
Toll free: 1-888-374-4636
(Within Saskatchewan)
Fax: (306) 787-9779**

Email: consumerprotection@justice.gov.sk.ca
<http://www.justice.gov.sk.ca/cpb>

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