

ORDER TRACKING FOR ONLINE SALES

the professional's obligation to inform
the consumer after placing an online order.

This information sheet is for professionals who sell products or services online.

Sending an order confirmation

- order summary (including the full price, all taxes included VAT, payment and delivery terms), references and reminder of the link to the general terms and conditions of sale,
- delivery time,
- reminder of the customer's right of withdrawal (14 days) and the refund period,
- link to the standard withdrawal form,
- legal guarantee.

The order confirmation must be retainable

Recommended practice:

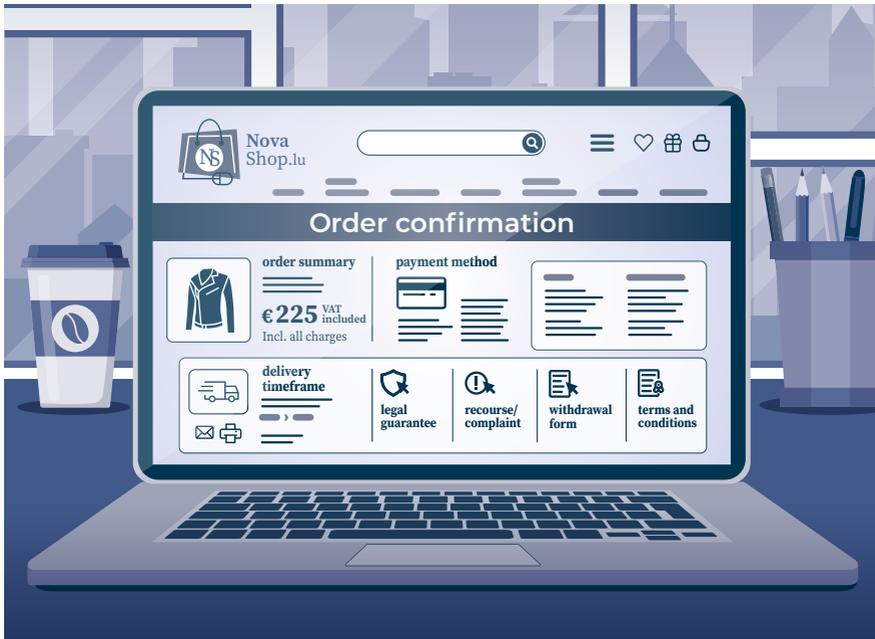
Display on the screen, with a reminder that the order confirmation can be printed or saved, and send an order confirmation including all mandatory details by email.

Complaint handling and remedies:

Indicate an after-sales service contact point and the conditions for handling complaints and returns.

Complaint handling and remedies:

Inform about the possibility of using an out-of-court complaint and redress procedure and the conditions for accessing it.



This fact sheet is part of a series dedicated on best practices and obligations for online sales professionals:

- > sheet “Your company identity and legal notices on your e-commerce website”
- > sheet “The pre-contractual information on your e-commerce website”
- > sheet “The ordering process and the contractual obligations”
- > sheet “Order tracking for online sales”

More information



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