

## Shopping for a vehicle online

Shopping for a vehicle on the internet? Here's a guide on your rights as an automotive consumer. **Note:** the following guide only applies to online transactions from an automotive business. These laws do not apply to private sales.

### Before you shop online:

Before you visit the automotive business website, go to [amvic.org](http://amvic.org) and familiarize yourself with your consumer rights. Alberta's automotive consumer protection laws apply whether you are shopping online, over the phone or in-person.

Check out these webpages from amvic.org:

- [All-in pricing](#)
- [Before you sign](#)
- [Consumer guides](#)

### Before you browse:

All required information for any vehicle must be prominently displayed on the automotive business website. In addition, the [Internet Sales Contract Regulation](#) (ISCR) requires disclosure of cancellation, returns, exchange and refund policies.

### Before you buy, book a test drive:

Any person can take a vehicle to you for a test drive, as long as the test drive is solely to evaluate the vehicle's performance, suitability and condition before buying, and for no other reason. However, only a registered salesperson can deliver a bill of sale, negotiate or conclude a transaction on behalf of the business.

### Cancellation:

The ISCR allows for cancelling of a contract under very specific circumstances, such as the vehicle is not as represented, the disclosure or delivery requirements were not met, or if you were not given the opportunity to accept or decline the contract or to correct errors issued before you entered into it. If you need to cancel the contract under these conditions, and the business fails to refund money after proper notice, you can consider taking legal action to recover the funds.

### No "cooling off" period:

There is no "cooling off" period if you decide you don't like the vehicle or you can't afford the payments. In those cases the vehicle cannot be returned.

### Protect yourself online:

The internet is a goldmine for fraudsters. Use Service Alberta's [internet shopping guide](#) to learn how to protect yourself online as well as more details on your rights under the ISCR.