

Scams & online safety | Medium | 2 min read

Buying and selling safely on Facebook Marketplace, Vinted and eBay

Online marketplaces are a great way to find a bargain or clear out your home. A few simple habits will keep you safe whether you are buying or selling.

When you are buying

- Be wary of prices that are far too good to be true.
- **Stay inside the site's own payment system** where there is one. On eBay and Vinted, buyer protection usually only works if you pay through the site.
- Be cautious if a seller asks you to pay by bank transfer, or to move the chat to WhatsApp or email.
- Check the seller's profile, age of account and reviews.
- For big items, such as a car or bicycle, see them in person first.

When you are selling

- Be careful of "buyers" who send you a link to "confirm payment" or "receive your money". Real sites do not do this.
- Beware overpayments. A buyer who sends too much and asks for a refund of the difference is probably using a stolen or fake payment.
- Do not post an item until the money is truly in your account. A message saying "payment sent" is not proof.
- Never share bank passwords, codes or card security numbers.

Meeting people

1. Meet in a busy public place, in daylight, or ask for collection by a friend.
2. Tell someone where you are going.
3. Do not let strangers into your home alone.

If something goes wrong

Report the problem inside the app or site first. If you paid by bank transfer, ring your bank on **159** or the number on your card straight away. Paying by credit card or PayPal offers extra protection in some cases. You can also report scams to Report Fraud (formerly Action Fraud) at reportfraud.police.uk or 0300 123 2040, or Police Scotland on 101.

When to get more help

If you are unsure about a sale, or a message has made you uneasy, ask us. We can look through it with you before you reply.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.