

I ordered some goods online, and now I have had a text message from the delivery company asking me to pay them to deliver the parcel. I thought delivery was included in the payment I made, but I do want the parcel. What should I do?

If you get a message that asks you to pay to get a parcel or reschedule the delivery, it's usually a scam. Don't click any links - delivery companies won't ask you to pay them through a link. If you bought something from a business to be delivered, it's the seller's responsibility to make sure the item is delivered to you.

If the seller used a courier, they should chase the courier to find out what's happened to your order. Check the delivery address you gave the seller, then contact them and ask where your order is.

If the seller claims they've delivered it or don't know where it is, you can ask for a redelivery. Under the Consumer Rights Act, you can ask the seller to deliver the item again if it wasn't delivered either by an agreed date or within a reasonable time.

You can cancel and ask for your money back if you don't get the item within 30 days of buying it, or on the date you agreed with the seller.

If you have already clicked any links or given your bank details, there is information on the Citizens Advice website on what to do if you've been scammed. If you need further help, contact South Lakes Citizens Advice.

Free, confidential advice and help is available from South Lakes Citizens Advice on any aspect of debt, consumer problems, benefits, housing, employment or any other problems. How to access:

- ***Call 015394 46464 (9.30am – 2pm, Monday – Friday)***
- ***Drop in sessions at Wainwright's Yard, Kendal, LA9 4DP (10am – 1pm, Tuesday and Thursday)***
- ***Adviceline: 0808 2787 984 (9am - 5pm, Monday – Friday)***
- ***email advice via the submission page on our website www.southlakescab.org.uk***