

**PROTOCOLS
TO ENSURE SAFE ONLINE SHOPPING**

conceptualised by



May 2020

THE ONLINE SHOPPING

The shopping environment is being customised to adapt to the Covid-19 business environment. Many retail shops/ luxury brands have digitalised their operations by going online.

Online displays of goods have become a reality across the globe. The same trend is observed in Mauritius where several shops have started to display their products on social media platforms with price and details on payment and delivery methods.

It is important to establish a protocol to standardise the operational framework of online shopping in Mauritius while at the same time ensuring sanitary measures for the safety of the people.

1. Companies terms & conditions

Each shop shall operate by displaying its own terms and conditions. However, it shall comply to regulations regarding the Covid19 pandemic situation.

2. Products and services

To ensure that products and services displayed on the website are in stock and available to the customers, information should be updated simultaneously.

3. Fixation of prices

Prices should be visible on each item and should be charged accordingly while the payment is being done.

4. Process of ordering online

Customer should be able to shop on a safe online platform. The operator should make the necessary arrangements to avoid hacking & fraud.

5. Mode of payment

Cashless payments will be prioritized to avoid contamination between individuals upon delivery (Credit/Debit card, Juice, My.T Money, Internet Banking etc)

6. Right of withdrawal and refund policy

The right of withdrawal and refund policy should be accessible to customers if their order hasn't been delivered within the time frame (48h) or if their products have not been conveyed in proper conditions (opened packaging, expired food etc)

7. Secured online payment

Each shop shall take dispositions with his Bank partners to provide a secured online payment system on their respective website/ social media platform.

9. Data protection

All customers data should be kept confidential and should in any way be manipulated/used by any third party.

10. Delivery from pick up point (POS) to customers doorstep

Ordered products should be appropriately packed and carried in a well sanitized vehicle. Drivers should be well equipped with face masks and gloves and should at all time practice a good hygiene.

At arriving at the customers, it is important to verify the identity of the individual before delivering the parcel, by respecting the social distancing of min 1-meter.

11. In case of force majeure

Force majeure events as defined by Mauritian legislation and jurisprudence which make it impossible for the shop to execute, the sales contract under the conditions provided for constitute a cause for suspension or termination of the obligations.

If this situation arises, an additional extension of days beyond a period of 15 days is acceptable. The shop/owner cannot then be held responsible for the non-performance of the contract concluded in the event of one of the events mentioned above.

If the force majeure event continues beyond 15 days from its occurrence, the Parties may notify each other by email, the cancellation of the order without right to compensation on either side.

Illustrations to sensitise the general Public about the safe online shopping

