THE PROOF SERIES

A SENIOR'S SIMPLE GUIDE TO ONLINE SHOPPING

Shop Proof

Pause. Check. Then buy.



John Marshall

PROUDLY CANADIAN



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FREE SAMPLE CHAPTER

By John Marshall

www.buyproof.ca

START SAFE

Make a simple shopping plan

Decide what you need, what you can spend, and when you need it before opening a store.

Need › Budget › Delivery › Buy

1. Write the exact item and the important size, colour, or model.
2. Set a maximum total that includes tax, shipping, service fees, and tips.
3. Choose a delivery date when someone can bring the parcel inside.
4. Keep the list beside you and buy only what is on it.

! **GOOD TO KNOW:** A written limit turns a tempting sale into a simple yes-or-no decision.

START SAFE

Use a device you trust

Shop on your own updated phone, tablet, or computer rather than a public machine.

Update › **Lock** › **Trusted Wi-Fi** › **Shop**

1. Install the latest available system and browser updates.
2. Use your home internet or another network you know.
3. Turn on the screen lock and close accounts you are not using.
4. Avoid shopping while someone has remote control of your device.

> **TAKE CARE:** A caller who asks to “help” by controlling your screen may be trying to see passwords or card details. End the call.

START SAFE

Protect the email account

Order confirmations and password resets arrive by email, so the inbox is part of the shopping account.

Password › **2-step** › **Recovery** › **Private**

1. Use a unique password for email.
2. Turn on two-step verification if the provider offers it.
3. Check that the recovery phone number belongs to you.
4. Never forward a sign-in code to a caller or “support agent.”

> **TAKE CARE:** A real store may send a code after you request it. An unexpected caller asking for that code is not helping.

START SAFE

Write the address exactly

A complete, consistent address prevents many delivery problems.



1. Copy the street number, street name, unit, city, province, and postal code from a trusted bill.
2. Add a buzzer number only where the store requests it.
3. Use delivery notes for location clues, not private security details.
4. Read the address aloud before saving it.

! **GOOD TO KNOW:** Write “side door under awning,” not “key is beneath the blue pot.”

START SAFE

Choose a safer way to pay

A credit card often gives a clearer dispute path than gift cards, wire transfers, or cryptocurrency.

Card › Review › Authorize › Receipt

1. Use a card with alerts and a spending limit that suits you.
2. Confirm the card issuer's phone number from the card or statement.
3. Never send a card number by ordinary email or text.
4. Walk away if a seller insists on gift cards, wire transfer, or cryptocurrency.

> **TAKE CARE:** Gift cards are for gifts, not for paying a merchant who claims another method has "failed."

START SAFE

Keep a small order record

A simple record answers “What did I buy?” long after the checkout screen disappears.

Order › **Receipt** › **Delivery** › **File**

1. Create an email folder or paper envelope called Online Orders.
2. Save the confirmation, receipt, return terms, and expected date.
3. Write the merchant name as it will appear on the card statement.
4. Delete card photographs and do not store security codes in notes.

! **GOOD TO KNOW:** The confirmation number is useful. The card’s three-digit security code does not belong in your order notebook.

START SAFE

Enter a store the safe way

Start from a known app, bookmark, or carefully typed address instead of an unexpected message.

Open › Check address › Sign in › Shop

1. Open the store's official app or type the address yourself.
2. Check spelling in the address bar before signing in.
3. Ignore sponsored results when you are unsure which site is genuine.
4. Leave if the page pressures you, changes address, or asks for unusual information.

TALE

A SMALL SMILE

A SMALL SMILE

Nora's "urgent coupon" led to a site that wanted her banking password. She closed it; the cardigan survived the disappointment.

AMAZON

Create or check your Amazon account

One account holds your addresses, payment choices, orders, and returns.

Official Amazon › **Sign in** › **Your Account** › **Review**

1. Open Amazon.ca or the official Amazon Shopping app.
2. Choose Account, then create an account or sign in.
3. Confirm your name, email or mobile number, and password.
4. Open Your Account and review saved addresses before buying.

> **TAKE CARE:** Do not use a sign-in link from an unexpected delivery text. Open Amazon yourself.

AMAZON

Search with useful words

A precise search is faster than wandering through hundreds of results.

Item › **Feature** › **Size or model** › **Search**

1. Type the item, key feature, size, and model if needed.
2. Check spelling, especially for appliance or printer parts.
3. Ignore words such as “best” until you have compared the facts.
4. Open several results in the same price range.

! **GOOD TO KNOW:** “HP 67 black ink cartridge” is more useful than “printer ink.”

AMAZON

Read the product title slowly

Small words in a long title can change what is actually being sold.

Brand › **Item type** › **Quantity** › **Match**

1. Find the brand and exact product name.
2. Check whether it says refill, accessory, case, sample, or renewed.
3. Match size, colour, quantity, and compatibility.
4. Compare the title with the main photograph and description.

TAKE CARE: A photograph may show several pieces while the title says “one.” The written quantity controls the order.



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