

Instructions

- One person of your group reads the case story and the tasks to the group.
- Then, you will have until the end of the lesson to work on the tasks and prepare a presentation for the class.

Situation**“Cheap, cheaper, cheapest”**

Sabrina is 18 years old and has completed her hairdressing apprenticeship with honors. She has liked her sister's fitness watch for a long time. Now, to celebrate the end of her apprenticeship, she wants to buy one too. She searches on the web and finds a lot of offers. After a short price comparison, she orders the watch she likes best via a platform for 280 €. She did not find out where the product came from when she bought it.

After a long wait, about four weeks later, Sabrina is asked to pay an amount when she receives the package. Now she learns that she ordered in China and she has to pay customs duties. She did not know about this!

Tasks**1. Together, discuss Sabrina's situation and find answers to the following questions:**

- What are customs duties? When do you have to pay them?
- What costs may occur when ordering abroad?
- What should Sabrina have asked about before ordering? What could she have considered and possibly done better/differently?
- What can Sabrina do now?

2. Create a poster on which you describe the situation and summarize your answers to the questions above. Name your sources.**3. Where else can you go for advice, information, and mediation in case of conflict?**

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Situation**“Thanks for the tip!”**

Rudi is 20 years old and plays football with passion. His friend told him about a great app from a very cheap online store in the USA. There, you can find cool football fashion at bargain prices. He quickly looks through the website, finds some clothes as well as football accessories and orders them immediately.

After several weeks, the package is finally delivered. Full of excitement, Rudi opens the box and is, unfortunately, quite disappointed. Poor workmanship, threads hanging out of the textiles everywhere, thin material, and the colors don't look at all like they do in the picture. Rudi is very unhappy. It is not what he had originally expected.

Tasks**1. Together, discuss Rudi's situation and find answers to the following questions:**

- Which apps or websites from abroad do you know?
- Find out which shopping apps come from outside the EU.
- What are the risks of ordering from an app of an online store from the USA?
- What is the situation with the withdrawal/return shipping?
- What should Rudi have informed himself about before ordering? What could he have considered and possibly done better/differently?
- What can Rudi do now?

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Situation**“Is online shopping fair to humans?”**

Hanna spends a lot of time at the youth center and has good friends from the trade union youth there. In her everyday life and for vacation planning, she places value on a sustainable lifestyle. To store her homemade products, she needs a new shelf. She cannot go into shops because she has little time at the moment. Instead, she uses online stores for her research. Hanna finds a suitable piece of furniture there. However, before she buys the shelf, she is keen to know more about the working conditions in online retail.

Tasks**1. Together, discuss Hanna’s situation and find answers to the following questions:**

- How do the working conditions differ between stationary and online retail?
- What are the advantages and disadvantages for the employees working in online retail?
- What are the potential points of conflict between entrepreneurs and their employees in online retail? Who has which interests?
- Find reliable sources of information for your assessments and describe the working conditions.

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Situation**“Top becomes flop”**

Michi is 18 years old and an enthusiastic cyclist. His bike is still okay, but this summer he wants to buy a new bike with his extra vacation pay. It should be a mountain bike. He uses various online platforms to get information and prices. Through an Austrian marketplace, he finds a used bike in an almost new condition that exactly matches his expectations. It looks very good in the pictures, is very well maintained, and the price is also quite good. The seller is a private person.

After a viewing appointment and a short test drive, he quickly decides to buy the bike because Michi is very excited about it.

Unfortunately, everything comes differently. Already after a few trips there are problems with the gear shift and the brakes.

Tasks**1. Together, discuss Michi's situation and find answers to the following questions:**

- Do you have any experiences doing business with other private people? If yes, which ones?
- What do you think: What is the legal situation with businesses between private people?
- Can Michi return the bike and get his money back?
- What should Michi have checked before buying? What could he have considered and possibly done better/differently?
- What can Michi do now?
- Find reliable sources of information for your assessments.

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Situation**“A giant broken package”**

Zeynep is 20 years old and summer is her favorite time. Wind surfing is her passion and her biggest hobby. She searches for new equipment on the internet and orders it from a German online store. Ordering, order processing, and paying are done without difficulties. Only the delivery is a little challenging because the parts are very large and heavy.

Unfortunately, when putting together the parts, she finds that they have been damaged in transit. She has thrown away the packaging material, and she is sure that she must return the goods in their original packaging. Moreover, the equipment is so large that she cannot even transport it in her car. Does she even have the right to compensation in the end?

Tasks**1. Together, discuss Zeynep’s situation and find answers to the following questions:**

- Do you already have any experiences with online businesses within the EU? If yes, which ones?
- What do you think is the legal situation with this business (ordering in Germany)?
- Can Zeynep return the equipment and get her money back?
- What should she have checked before making the purchase?
- What could she have considered and possibly done better/differently?
- What can Zeynep do now? How would you react in her place?
- Find reliable sources of information for your assessment.

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Situation**“Made in China”**

Dora is 19 years old and likes to buy online. She finds it comfortable, and her experiences so far have always been very positive. Unable to find her smartphone charging cable, she orders a new one from a foreign online marketplace. The delivery is on time and everything else goes well, too.

However, when she first tests the cable, she notices the unpleasant smell. After only a short time, it smells burnt and Dora takes the cable off the power. When she takes a closer look, she sees that the plastic has already melted.

Tasks**1. Together, discuss Dora's situation and find answers to the following questions:**

- What do you think is the legal situation with this business? What right(s) does Dora have?
- Can Dora return the cable and get her money back?
- What should Dora have checked before making the purchase? What could she have considered and possibly done better/differently?
- What can Dora do now? How would you react in her place?
- Find reliable sources of information for your assessments.

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Situation**“I just want advice”**

Senad is 19 years old and is interested in a new TV. He has just moved into his first own small apartment and the old device should be replaced with a new TV. He searches for new models on the internet and also visits online portals to compare prices.

In various electronics stores, he takes the opportunity to get extensive advice and information. He finds the best deal in an online store and ends up buying the TV there.

Tasks**1. Together, discuss Senad’s situation and find answers to the following questions:**

- What is meant by stationary retail and what by online retail?
- What are the strengths of each?
- Find reliable sources of information for your assessments.
- What effects (negative and positive) does online retail have on the regional economy?

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Situation**“Cash in advance, please”**

Laura is 20 years old and thoroughly enjoys surfing the internet. Above all, she regularly orders jewelry and fashion online. This time, she discovers a new website with low-price offers from well-known fashion brands.

She orders there and pays in advance. She always does this because she does not have a credit card. After a few weeks, she becomes unsure because she still hasn't got any goods. She tries to reach someone at the phone number provided, unfortunately without success.

Tasks**1. Together, discuss Laura's situation together and find answers to the following questions:**

- What do you think about Laura's purchase?
- What should Laura have checked before purchasing? What could she have considered and possibly done better/differently?
- What can Laura do now? How would you react in her place?
- What other dangers are there in internet searches and purchases?
- Find reliable sources of information for your assessments and possible places-to-go in case of problems.

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Situation**“Is online shopping bad for the environment?”**

Emma is into cool clothes. She likes to try things out and buys a lot online. Even if she only wants two new items, she orders every piece in several sizes and colors. Additionally, she buys clothes which she just wants to try on. In the end, she can send back the pieces she does not want.

Only recently, she listened to a friend at school giving a presentation on the so-called ecological footprint of online retail.

Tasks**1. Together, discuss Emma’s situation and find answers to the following questions:**

- What is meant by stationary retail and what by online retail?
- What is meant by the ecological footprint?
- How do these two types of commerce affect the ecological footprint of a purchase?
- What are the consequences of Emma’s actions?
- Find reliable sources of information for your assessments and describe the consequences of each.

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