

Bringing Generations Together



PAK PIONEERS COMMUNITY ORGANIZATION OF CANADA

Online Shopping for Seniors

A step-by-step guide to shopping safely and confidently from home — no experience needed.

BEGINNER FRIENDLY

DIGITAL LITERACY COURSE



What Is Online Shopping?

Online shopping means buying things over the internet — from your computer, tablet, or phone — without leaving your home. You browse products, choose what you want, pay securely, and your item is delivered right to your door.

What You Can Buy

Groceries, medicine, clothes, gifts, books, household items, and much more.

Shop From Home

*No driving, no lines, no crowds.
Shop anytime — day or night.*

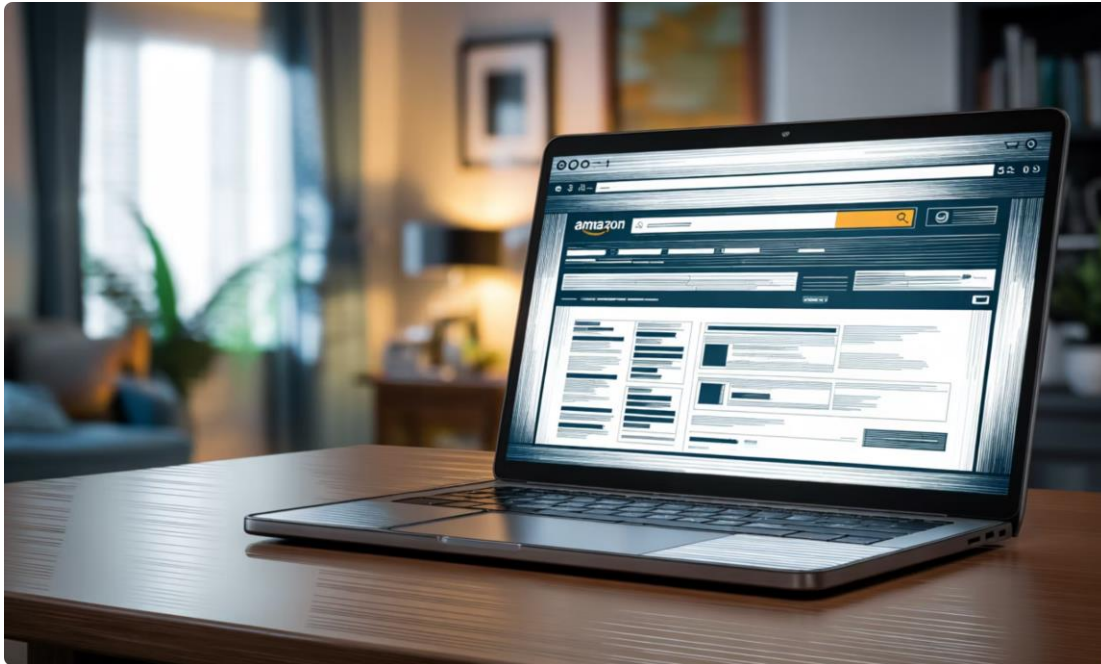
Delivered to You

Most orders arrive in 1–5 days, right at your front door.



Getting Started: Amazon


Amazon is the most popular online store in America. It is safe, easy to use, and sells millions of products. Think of it like a giant shopping mall on your screen.



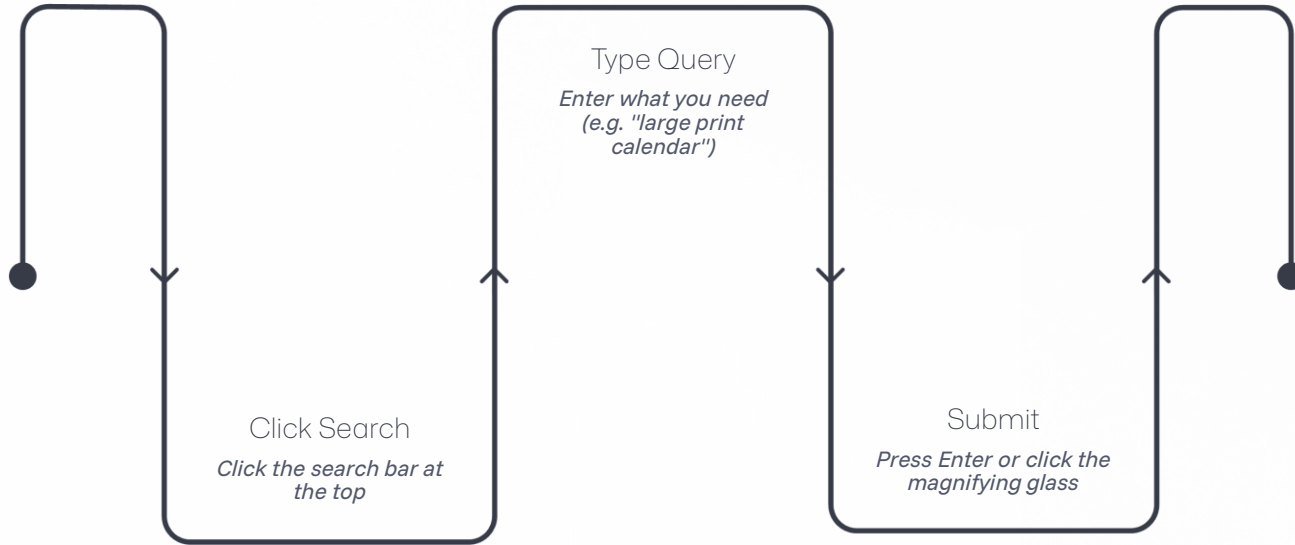
How to Open Amazon

1. *Open your internet browser (the app you use to go online — like Chrome or Safari)*
2. *Click in the address bar at the top of the screen*
3. *Type: **www.amazon.ca***
4. *Press the **Enter** key on your keyboard*
5. *The Amazon homepage will appear*



 **Tip:** *Bookmark Amazon so you can find it easily next time. Ask a family member to help you do this once.*

Step 1: Search for a Product



The **search bar** is the long white box at the top of the Amazon page. It works just like asking a question — type in what you are looking for and Amazon will show you options.



Good Search Examples

- *"large button phone for seniors"*
- *"non-slip bath mat"*
- *"reading glasses 2.5 magnification"*
- *"heating pad for back pain"*



Search Tips

- *Use simple words — no need for full sentences*
- *Include size, color, or type if you know it*
- *Try different words if you don't see what you want*

Step 2: Read Reviews & Compare Prices



What Are Reviews?

Reviews are comments left by real customers who already bought the product. They help you decide if something is worth buying.

What to Look For

- **Stars:** 4-5 stars = very good. 1-2 stars = avoid.
- **Number of reviews:** More reviews = more trustworthy
- **Read 2-3 written comments** for real opinions
- **Compare 2-3 similar products** before choosing

✔ ★ Look for products with **4 stars or higher** and at least **50 reviews** for confidence.

Step 3: Add to Cart & Check Out



When you find something you like, click the **yellow "Add to Cart" button**. Your cart holds your items while you keep shopping — just like a basket at the grocery store. When ready, click **"Proceed to Checkout."**



Payment: Amazon accepts credit cards, debit cards, and even gift cards. Your payment information is protected with secure encryption — this means it is scrambled so no one else can read it.

Step 4: Track Your Order



Where Is My Package?

After you order, Amazon sends a **confirmation email** to your inbox. You can also track your order directly on Amazon:

1. Go to **amazon.com**
2. Click "**Returns & Orders**" (top right corner)
3. Find your order and click "**Track Package**"
4. A map or status will show where your item is

📄 📦 You will see status updates like:
Order Received → Shipped → Out for Delivery → Delivered



How to Return an Item

Amazon's Return Policy – Easy and Free for Most Items

*Not happy with your purchase? Most Amazon items can be returned within **30 days** — no questions asked. Here's how:*

01

Go to "Returns & Orders"

Click it at the top right of the Amazon homepage.

02

Select the Item to Return

Click "Return or Replace Items" next to your order.

03

Choose a Reason

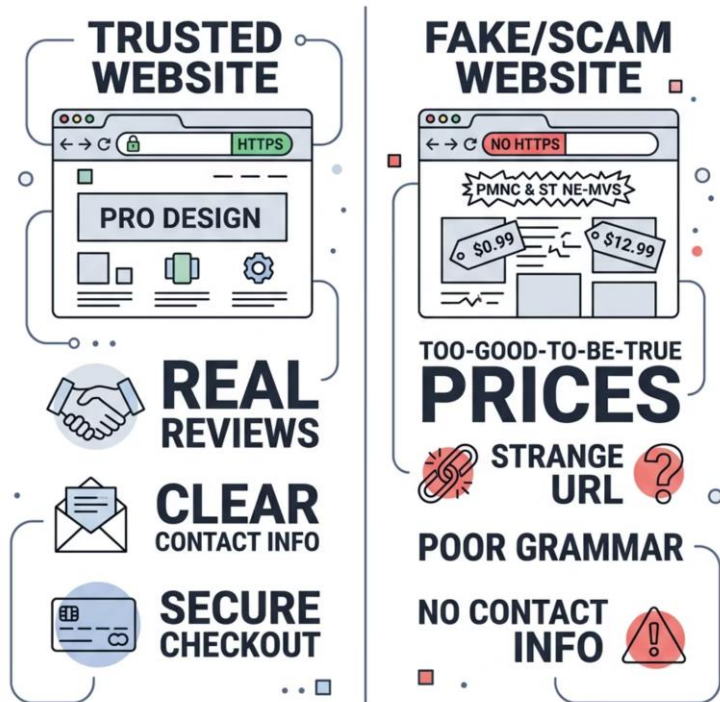
Pick the reason from the list (e.g., "Didn't fit," "Arrived damaged").

04

Print the Label & Drop Off

Amazon emails a free return label. Drop the box at UPS or your post office.

⚠️ Avoiding Online Shopping Scams



Red Flags to Watch For

- Prices that seem **too good to be true**
- Website address that looks strange (not .com or has extra letters)
- No padlock 🔒 icon in the address bar
- Emails asking for your password or bank info
- Pop-ups saying "You won a prize!"

⊗ 📢 **Remember:** Amazon, your bank, and the government will **NEVER** call or email asking for your password or Social Security number.

Review & Practice Activity

You've learned a lot! Let's check what you remember and try it yourself.

Quick Recap

→ Search for products

Use simple words in the Amazon search bar.

→ Read reviews & compare

Look for 4–5 stars and at least 50 reviews.

→ Add to cart & pay safely



Use secure checkout and keep your password private.

→ Track & return with ease

Use "Returns & Orders" to follow your package.

Try It Yourself

- Go to amazon.com and open the website*
- Search for "large print address book"*
- Find a product with 4+ stars and 100+ reviews*
- Compare prices on two similar items*
- Add one item to your cart (you don't have to buy it!)*

  **Great job!** You are now ready to shop online safely. Ask a friend or family member to practice alongside you.