



To the Senate Committee on General on Government, Consumer and Small Business Protection:

Better Business Bureau, <http://tucson.bbb.org/>, accessed on May 16<sup>th</sup>, 2013

URL link to original article from the Better Business Bureau:  
<http://tucson.bbb.org/article/beware-of-misleading-shipping-and-handling-fees-and-fraudulent-shipping-schemes-this-shopping-season-23941>

**Beware of Misleading Shipping and Handling Fees and Fraudulent Shipping Schemes this Shopping Season**

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The holiday shopping season is in full swing and will peak within the first week of December. If you are planning to buy gifts online or from Infomercials on television, Better Business Bureau has a warning about the way retailers make money on your orders by charging separate shipping and handling fees. And regardless of where you order from, BBB cautions that shipping service phishing scams are intended to steal your identity or infect your computer.

Some retailers are finding ways to make extra money with special promotions such as “order now and we’ll double your order,” or “buy now and we’ll include a free gift” – it may sound like a good deal at first, until you realize that you will be charged separate shipping and handling fees on each item, including the “free” gifts and the “bonus” products. All of these shipping and handling fees can actually add up to more than the total cost of the products you’re ordering.

Recent consumer complaints allege deceptive advertising and sales practices, which include failing to disclose shipping and handling fees prior to purchase, and charging fees for products advertised as “free.”

