

- **Selling on E-Sell**

When you sell something on E-Sell, you create a public listing that can be seen by anyone on E-Sell and in News Feed, search and other places on or off E-Sell. All listings on E-Sell must follow our Commerce Policies.

**To sell an item on E-Sell:**

**From your Smart phone, click on E-Sell Application.**

**Click on [+] Sign Create new listing, then click Item for sale.**

**Choose Category from the above mentioned sub Category**

**Click Add photos to upload a photo of your item from your Mobile Gallery.**

**Enter the info about your item.**

**Click on post button. Make sure that you've entered the information that's required is correct.**

**Click Publish to post your E-Sell listing.**

Here are some tips for selling items on E-Sell:

- Dropping off and picking up items helps you avoid interacting with people directly.
- Use a photo that clearly shows the item and its condition. If possible, include multiple, original photos of the item rather than a photo from a company website.
- Add a detailed description of the item and its condition. Make sure that you describe any stains or tears.
- If you're selling used clothing or shoes, make sure they're as clean as possible.
- If you're selling personal hygiene items, these items should be brand new and in the original, sealed packaging.
- Make sure that you both agree on the price of the item and the exact location of your local pick-up.
- Get the buyer to look over the item and make sure that it's what they want before you accept payment.

- **What kind of things that can't be sold on E-Sell**

- **Not a real item:** Anything that isn't a physical product for sale. For example, "in search of" posts, lost and found posts, jokes and news aren't allowed.
- **Services:** Selling services (e.g. house cleaning) on E-Sell isn't allowed. Learn more about our policies on services.
- **Description and photo don't match:** The photos of the item must match the description and title of the listing.
- **Animal for sale:** Selling animals isn't allowed on E-Sell or buy-and-sell groups. This includes posting about animals for adoption.
- **Healthcare:** Healthcare-related items aren't allowed (e.g. thermometers, first-aid kits).
- **Before and after pictures:** Items for sale on E-Sell can't show a before and after picture.
- **How do I buy and sell responsibly on E-Sell?**

### **Meeting Person**

If you're meeting someone in person, we recommend arranging your meeting in a public, well-lit area. Create and share your meeting plan with a trusted friend or family member through Calls or message.

## **Tips for meeting someone from E-Sell in person?**

If you see any signs of suspicious activity, immediately cancel the transaction, report the listing or person, and call the local authorities if necessary.

To help promote your safety, we encourage you to review the following tips for meeting a buyer or seller in person, in addition to using your best judgment:

Use your best judgment when communicating with the other person.

Don't share personal information such as your home address.

Plan accordingly

Create a meeting plan and share it with a trusted friend or family member. You can tap Send Plan in Messenger to send your meeting plan to someone in your Friends list so that they know the location, time and date of when you're planning to meet. Plans are removed from the Messenger thread with your friend or family member after the scheduled meeting time.

Once you and the buyer or seller has agreed on a meet up location, do not change this location.

Bring your mobile phone with you, and make sure that the battery is charged. Save the phone number for local authorities in the speed dial of your mobile phone.

Message the other person to tell them when you're on your way, or if you're going to be late.

Avoid carrying excessively large amounts of cash with you.

Meeting up

Make sure that you check and follow local laws and directives that may be in place during this time.

If you're meeting someone in person, we recommend arranging your meeting in a public, well-lit area.

Create and share your meeting plan with a trusted friend or family member through Messenger.

Use a live location sharing app or function on your mobile phone to share your location with a family member or friend during your scheduled meetup.

- **Using online payment methods?**

- 1) Don't transfer money directly into a seller's bank account. Instead.
- 2) E-Sell urges you to **NEVER** scan any QR code or enter UPI PIN to receive payments from other users.

- **Communicate on E-Sell?**

Avoid communicating with buyers or sellers privately outside of E-Sell. Having a record of your conversations will be helpful in case there is a problem with the purchase.

- **Protect your privacy?**

1. Don't share your financial information (e.g. PayPal login and password, bank account info) or unnecessary personal information with buyers or sellers.
2. Don't respond to messages or emails that ask you to provide verification codes or account information, such as your email address and password. E-Sell will never ask you for your password.
3. If you're selling electronics, make sure that you've cleared any personal information from the device.

- **Confirm fair pricing?**

- 1) We encourage buyers to compare prices before buying an item.
- 2) Don't agree to requests to make additional payments for postage or other previously unlisted charges from the seller after the transaction is complete.
- 3) Reject overpayments from buyers for items, especially if the buyer asks to be reimbursed for overpayment. Requests like this are often part of a counterfeit cashier's cheque scheme.

- **Be wary of gift card scams?**

- 1) Don't provide gift card details (such as the claim code) for payment to someone you don't know and avoid sales or transactions requiring you to pay specifically with gift cards.
- 2) Don't buy gift cards on E-Sell.

- **Verify the item before paying or sending a deposit?**

- 1) If you're buying an item, we recommend that you inspect items physically before you buy to make sure that they're genuine. For high-value items (e.g. watches, luxury bags), you can request a certificate of authenticity or proof of purchase.
- 2) Do not send deposits for flats to rent without having seen the flat in person first.

- **Don't buy or sell recalled items?**

- 1) In many places, it's illegal to sell recalled items. If you're unsure whether the item you're buying or selling has been recalled, look on the website of the item's manufacturer for this information.

- **Be cautious when buying or selling cars?**

- 1) Double-check deals that seem too good to be true. Scammers may try to use under-priced items to lure buyers into a scam. Before purchasing a car, you can check industry tools or other trusted sites to have an idea of what you would expect to pay for a similar car.
- 2) You can also try getting a vehicle history report and arranging a car inspection before buying.
- 3) If you're a seller, be careful about bouncing cheques from buyers or paying for fake transport or insurance costs for your vehicle.