

Browse & Shop

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What is Minifm Protection and how does it work?

Minifm is dedicated to providing a safe and trustworthy marketplace so that both buyers and sellers can conduct transactions with confidence. The following outlines the Minifm Protection that is guaranteed to all buyers and seller:

Seller Protection

- **Shipping Guarantee:** When a seller purchases their shipping label through Minifm, and the shipment is lost in transit, Minifm will cover the costs of the refund to the buyer. The tracking number will need to show that the order was shipped (i.e. scanned by the post office) and that it was not delivered to its destination. If the tracking shows the item arrived at its destination, then the buyer is responsible. If the seller purchases shipping on their own, then the seller will be responsible for contacting USPS (or other carrier they have used) in order to receive a refund.
- **Dispute Mediation:** Minifm mediates disputes if the buyer feels that the items are not as described and the buyer and seller are not able to agree upon a solution.
- **Fraud Protection:** Minifm closely tracks buyers who file multiple disputes in order to protect sellers from buyers who may attempt to file false claims in order to receive refunds.

Buyer Protection

- **Shipping Guarantee:** Buyers have the option to request a refund if the tracking shows the order never shipped after 7 days. If the tracking shows the order shipped but did not arrive at its destination, Minifm will also issue a full refund. See Minifm's [Return Policy](#) for more details.
- **Order Satisfaction:** Minifm requires sellers to issue refunds if the item received is not as described. If the seller is unwilling to issue a refund, Minifm will mediate the dispute in order to provide an acceptable resolution.
- **Dispute Mediation:** Minifm mediates disputes if the buyer feels that the items are not as described and the buyer and seller are not able to agree upon a solution.
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- **Fraud Protection:** Minifm closely monitors sellers who fail to ship and/or ship items not as described. In addition, all financial information is encrypted, and is not shared with the seller.

How do I find things that are right for my kids?

Use Filters: When in the Shop section of the app, you will see a filter circle at the bottom of the feed. Tap on the circle, and select the Categories, Brands, Sizes, and Gender you want to see.

Add a Kid Filter: Kid Filters allow you to customize your feed so that you only see things that are right for your kid(s). In the Filter section, you will have the option to “Add Kid”, which allows you to add a photo and select the gender, age, and sizes for your child. If you have more than one child, you can add additional Kid Filters for each. When the child’s profile is selected, you will see their photo at the bottom of the feed letting you know that the items in your feed are filtered based on the settings you selected for your child.

Any way to filter for size within a shop?

Dori Graff — September 14, 2015 04:42

Yes! If you go into the shop page, you will see a the filter icon at the bottom. Tap this and you can choose either one of your filters or choose to search by category, size, or brand.