

Buyer & Seller Standards

Sellah! wants every buyer and seller to have an enjoyable experience while on our app. To help ensure this, we've put in place minimum standards for areas within the buyer and seller's control. Our Trust and Safety Team reserve the right to suspend or ban buyers or sellers who persistently fall short of these standards.

Buyer Standards

As a Buyer you are expected to:

- Communicate with sellers and fellow buyers in a polite and respectful manner
- Read product listings carefully to avoid confusion or buying the wrong item(s)
- Be serious, if you make a bid which is accepted you should honor it
- Once a bid is accepted you should pay promptly
- If for genuine reason you can no longer go through with a bid which has been accepted, you should notify the seller immediately so that they can make the item available for purchase again
- Be smart, if you agree to meet in person, meet in a public place which is convenient and comfortable for both parties.
- Do not purchase products or services which breach our Prohibited Content Policy
- Report any products or services which appear to breach our Prohibited Content Policy.

Seller Standards

As a Seller you are expected to:

- Provide as much information as possible when listing products (this includes product descriptions, color, size and images etc.)
- When video streaming ensure that your show is appropriate for all age groups, don't use bad language or engage in inappropriate behavior
- Make sure the item is delivered to the buyer as described in the listing (Sellah! will not tolerate 'bait and switch' situations at any time)
- If the item is used or is damaged in some way you must ensure that this is clearly stated in your listing
- Do not list products or services which breach our Prohibited Content Policy
- Promptly resolve customers issues (your customer is our user)
- Manage your inventory and try to avoid items going out of stock
- State shipping costs and handling times clearly in the product listing
- When shipping items use registered mail, so the item can be tracked
- Honor your returns policy
- Respond to buyer's questions promptly
- Be helpful, friendly and professional at all times

Don't Name and Shame

- Sometimes transactions don't work out as we hoped – regardless of whether you feel you are in the right or wrong you are not permitted to publicly name users or post screenshots about them. We regard such activity as harassment which breaches our guidelines and your account could be suspended for doing this.
- If you ever encounter an issue with a transaction or a fellow Sellah! user you can report it to us here. Please provide enough information for us to investigate in a proper and expedient manner.