***Md. abu baqar siddique (uzzal)***

***CREATIVE IT INSTITUTE***

***SENIOR WEB DESIGNER***

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**Fiverr®'s Terms of Service**

Basics

 Each order you sell and successfully complete, accredits your account with a net revenue of 80% of the purchase amount.

 Fiverr accredits sellers once an order is completed. See our "Orders" section below for a definition of a completed order.

 Revenues are only made available for withdrawal from the Revenue page following a safety **clearance period of 14 days after the order** is marked as complete. Top Rated Sellers are eligible to withdraw revenue following a safety clearance period of 7 days after the order is marked as complete.

 Withdrawals from your account may become disabled upon review of our Trust & Safety team. This may be done for security concerns in order to prevent fraudulent transactions, reported poor performance or violations to our Terms of Service from buyers to our Customer Support team, or if another Fiverr profile is associated to the same withdrawal providers. Enabling withdrawals will be evaluated by our Trust & Safety team following a review of your account.

 If an order is cancelled (for any reason), the funds paid will be refunded to the buyer’s shopping balance.

 Sellers may withdraw their revenues using one of Fiverr’s withdrawal options.

 The seller's rating is calculated based on the order reviews posted by buyers. High ratings allow sellers to obtain advanced seller levels (see Levels below).

Gigs®

 Sellers are allowed to post a select amount of active Gigs based on their Level status.

o **7 Gigs for sellers without a Level status.**

**o 15 Gigs for Level 1 sellers.**

**o 20 Gigs for Level 2 sellers.**

**o 30 Gigs for Top Rated sellers.**

 Gigs created on Fiverr are User Generated Content.

 Gigs may be removed by Fiverr for violations to these Terms of Service, which may include (but are not limited to) the following violations and/or materials:

o Illegal or Fraudulent services, Copyright Infringement, Trademark Infringement

o Copyright Infringement, Trademark Infringement reported through our Intellectual Property Claims Policy found here

o Adult oriented services, Pornographic, Inappropriate/Obscene

o Intentional copies of Gigs

o Spam, Nonsense, or Violent Gigs

o Gigs misleading to buyers, including violations of third party terms of service

o Reselling of regulated goods

 Gigs that are removed for violations mentioned above, may result in the removal of the seller’s account.

 Gigs that are removed for violations are not eligible to be restored or edited.

 Gigs may be removed from our Search feature due to poor performance and/or user misconduct.

 URLs in your Gig text that redirect to third party websites are subject to approval and may be considered inappropriate to use on Fiverr.

 Gigs are required to have an appropriate Gig image related to the service offered. An option to upload two additional Gig images are available to all sellers.

 Gigs may contain an approved Gig Video uploaded through the Gig management tools available on Fiverr.

 Statements on the Gig Page that undermine or circumvent these Terms of Service is prohibited.

Levels

Fiverr is all about helping sellers leverage their skills. We seek to empower top performing sellers with helpful tools to grow their business. Sellers who invest in self-promotion may achieve greater customer satisfaction. And, if they deliver on time and maintain high quality and ratings, Fiverr may reward them with new statuses, special opportunities, benefits, and tools that come with it.

 Fiverr sellers can gain account Levels based on their activity, performance and reputation. The advancement criteria can be found here.

 Advancement in Levels are updated periodically by an automated system.

 The current Levels a seller can achieve are, Level 1, 2, and Top Rated.

 Sellers who cannot maintain their high quality service, experience a severe drop in ratings, or stop delivering on time risk losing their seller status and the benefits that come with it. For example, late deliveries, warnings to the seller’s account and cancellations can cause a seller to move to a different Level.

 Advanced levels provide their owners with additional benefits, including offering gigs for higher prices through Gig Extras, or selling their Gig in multiples.

Top Rated Sellers

 Top Rated Sellers are chosen manually by Fiverr editors based on seniority, volume of sales, extremely high rating, exceptional customer care and community leadership. Top Rated Sellers gain access to more extensive features than previous levels, including exclusive access to beta features and VIP support.

 Top Rated eligibility is constantly evaluated by Fiverr to ensure that the quality standards of the Top Rated selection is kept. Top Rated Sellers who cannot maintain their high quality service through a severe drop in ratings, stop delivering on time, or violate our Terms of Service risk losing their Top Rated status and the benefits that come with it.

Custom Offer

 Sellers can also send Custom Offers addressing specific requirements of a buyer. Custom Offers are defined by the seller with the exact description of the service, the price and the time expected to deliver the service.

 Custom Offers are sent from the conversation page.

Fiverr Anywhere

 Fiverr Anywhere is a feature that allows sellers to send Custom Offers outside of Fiverr.

 Services offered through Fiverr Anywhere must comply with our Terms of Service.

 Users accessing and purchasing from a Fiverr Anywhere offer that are not already members of Fiverr, will be required to register with Fiverr to create an order.

 Sellers are required to deliver proof of completion of services in the order page. Please see our Orders section for further details.

 Communication for handling orders should be performed on Fiverr, through the order page. Users who engage and communicate off of Fiverr will not be protected by our Terms of Service.

Withdrawing Revenues

 To withdraw your revenue, you must have an account with at least one of Fiverr's withdrawal providers.

 Your Fiverr profile can be associated with only one account from each Fiverr withdrawal providers. A withdrawal provider account can be associated with only one Fiverr profile.

 Revenues are only made available for withdrawal from the Revenue page following a safety clearance period of 14 days after the order is marked as complete.

 To withdraw your available revenue, you must click on the designated withdrawal provider to initiate the withdrawal process

 Withdrawals can only be made in the amount available to you.

 Withdrawal fees vary depending on the withdrawal provider / method.

 Withdrawals are final and cannot be undone. We will not be able to refund or change this process once it has begun.

Withdrawal Fees

PROVIDER FEE SERVICE AVAILABILITY

PayPal 2% of the sum withdrawal amount up to $1 For a list of PayPal services by country click here

Important notice regarding fees:

The fees listed above are PayPal's or MasterCard's fees. These are not fees charged by Fiverr.