23. How gogoads.lk can help in a fraud case?

We are very sorry if you have been a victim of fraud. Luckily gogoads.lk or the QS Week (Pvt) Ltd can help you If you want to press charges legally against the fraudster and we can also provide you with all the data (available and accessible within the website) that you require to help you getting your items/money back. As we are trying to keep our user's privacy, we cannot release any data concerning a user to another without a legal warrant, which means you have to report the fraud to the local authorities such as the police station and the police department concerned to such cases have to contact us requesting such data, only then we can release all the data they have requested such as (IP, Dates, Email,… etc.). Note we only require a such process to be followed for the sake of our user's privacy. Please note that we have no control over and do not guarantee the quality, safety or legality of items/properties/services advertised, the truth or accuracy of users’ Content or listings, the ability of sellers to sell items, the ability of buyers to pay for items, or that a buyer or seller will actually complete a transaction or return an item. It is the buyer’s responsibility to check the items/properties/services before completing the transaction. Gogoads.lk or the QS Week (Pvt) Ltd wish not to participate in any dispute between you and other users of the Website. Please note that we are a classifieds platform and have no authority over the ads posted and we do not own them, we are merely a platform where buyers and sellers make transactions without our interference.

22. How to react to a fraud contact?

We strongly recommend you stop communicating with this particular user and block him from sending you further messages and we also recommend you to contact us so we could block this user from contacting another user after conducting the necessary investigation. Also, we recommend you to contact your local authorities if you have been a victim of fraud click here to learn more about what we could help with If you are a victim.

21. Do gogoads.lk, owe the posted ads on the Website?

No, we do not owe the items in the ads posted on our website as well as the jobs ads posted do not refer to vacancies in gogoads.lk offices. Please note that we have no control over and do not guarantee the quality, safety, or legality of items/properties/services advertised, the truth or accuracy of users’ Content or listings, the ability of sellers to sell items, the ability of buyers to pay for items, or that a buyer or seller will actually complete a transaction or return an item. It is the buyer’s responsibility to check the items/properties/services before entering to complete the transaction. Please note that we are a classifieds platform have no authority over the ads posted and we do not own them, we are merely a platform where buyers and sellers make transactions without our interference.

How much does it cost to place an ad?

Most ads on gogoads.lk are free. Currently, there are some categories where we charge to place an ad which is in: The Property for Sale / Rent section. It will cost you SLRS 800 per ad to post in this category and your ad will be live on the site for 60 days with the refresh facility, meaning, you can push your ad to the top list every after seven days. After the last refresh date, your ad will still be live for another 2 months. Used Cars for sale: Classic Package costs SLRS 800. (Prices vary depending on the package you choose)

What is a Membership?

To know all about Membership, please visit our Membership page.

Why is my ad not showing as a Featured Ad?

Gogoads.lk home normally displayed the latest four slots, however, all Featured Ad is given equal opportunity to display. If you don’t see your Featured Ad right away, it means that there are more Featured Ads available than the number of Featured Ad slots.

What are the methods of payment?

Currently, you can only pay through bank transfer and we are working to provide a secured payment gateway for the easy process.

How soon does my Featured Ad appear on gogoads.lk?

For existing Ads, it should be on the spot after finishing the payment process, regarding the new Ads it will appear once your Ad passes the review process.

What does a Featured Ad look like?

The featured Ad is eye-catching and unique from the normal Ads:

What is a "Featured Ad"?

Featured Ads is a premium service from gogoads.lk which allows you to display your listings on the first four slots on the top of the categories’ pages, that shift alternately with other featured ads.

What is my posting allowance?

Each month Users can post a few ads for free in most categories on gogoads.lk, some categories are only accepted against the payment as stipulated. If the User consumed the free ad allowance for the month, the User can upgrade to Membership in order to post more ads.

Why can't I log in to my accounts?

If you are having trouble logging in to your account, please check that you have: Signed up for an account. Entered the correct user name and password on the log-in page. If you are still having trouble accessing your account, please contact us.

How do I change my account details?

To change the details on your account, log in to your account and go to your account’s Dashboard.

What are the rules for posting on gogoads?

We have set up Terms and Conditions that will make this Website safer and all the posting shall be strict to the requirements: An item or service that is illegal in Sri Lanka or any other country An invalid phone number or email address Offensive language Offensive images and pictures Text in the title or description that is not related to the advertised item or service Pictures that do not match or clearly show the advertised item or service A non-specific item or service, e.g. a description of a company in general terms A website link that is not relevant to the advertised item or service Offers and requests for items or services in the same advertisement Identical content as another advertisement, re-posting within 7 days. Multiple items in the same ad Any contents that are subject to gogoads.lk review and discretion.

I haven't received any response to my ad. What's wrong?

If you are not receiving responses to our ads, we recommend taking a look at our other services that will help you to find a way to success.

I'm getting contacted about an ad I didn't post. Can you help me?

Yes, please provide further details by contacting us and we will help you right away.

Is any ad will be rejected?

As explained in above 6, other than all of the ads are manually reviewed – if your ad does not comply with our Terms and Conditions it will be rejected. You can read what changes you have to make before the ad can be approved in the rejection email.

I posted an ad but can't find it. What's wrong?

Tip: you can keep track of your ads easily by logging in to your account and visiting your “My ads” page! Your ad may not be live due to one (or more) of the following reasons: It is still under review – this will show on your My Ads page, under “Ads under review”. It may be non-compliant with Terms and Conditions – if your ad needs to be edited before it can be published, this will show on your My Ads page, under “Ads that need editing”. You have used up your free ad allowance. If you have been waiting longer than 24 hours for a response from us, you may have given us the wrong contact details when you posted the ad. Try posting again or contact us.

How long do ads live on gogoads.lk?

Ads appear for 21 days unless you delete them earlier.

How do I set a reset password?

To reset a password, please log in to your account, go to the “Settings” page and enter a new password. If you have forgotten your gogoads.lk password, you can; go to the login page and click on the “Forgot password?” follow the instruction If you have created an account via Facebook, you will not have a gogoads.lk password. You can log in to your account via Facebook without a password

How do I edit my ad?

To edit an ad, please go to the ‘My ads’ page and click on the “Edit ad” option.

How do I delete my ad?

To delete an ad, please go to ‘My ads page’ and select the ad then click on the “Delete ad” option.

What can I do for editing my ad?

To edit an ad, please go to your ad's page and click on the "Edit ad" option.

Why has my ad been rejected?

All of the ads are manually reviewed - if your ad violates our posting rules it will be rejected. You can read what changes you have to make before the ad can be approved in the rejection email as well as the bottom of your rejected ad from the user dashboard.

How do I post an ad?

Posting an ad on gogoads.lk is easy and only takes a few moments of your time. Follow the tips; For registered Users simply lick the yellow Post Ad button (in the top right corner of the page) and follow the instructions. If you are not already logged in, you will need to log in as the first step of posting your ad. Your ad will go live once it has been reviewed (the reviewing process usually takes less than 1 hour during office hours).