

# Halukay.com Community Guidelines

Welcome to Halukay.com, a vibrant marketplace dedicated to connecting people through the sustainable exchange of preloved items. Our community is built on trust, respect, and a shared commitment to sustainability. To ensure a positive and secure environment for all members, we've established the following community guidelines. By participating in our community, you agree to these guidelines.

## Respect and Courtesy

- **Treat all members with respect.** Kindness and understanding go a long way. Respect others' opinions, even when they differ from your own.
- **Avoid offensive language.** Do not use language that is discriminatory, hateful, harassing, or harmful in any way.

## Transactions

- **Be honest in your listings.** Accurately describe the condition, features, and any defects of the items you're selling.
- **Communicate clearly and promptly.** Whether you're a buyer or a seller, timely responses help transactions go smoothly.
- **Follow through on commitments.** Complete transactions as agreed upon. Sellers should ship items promptly; buyers should make payments on time.

## Safety and Privacy

- **Protect personal information.** Do not share personal details publicly. Use our platform's messaging system for communication.
- **Meet safely.** If arranging a local pickup, choose a public, well-lit area. Consider bringing a friend and inform others of your plans.
- **Report suspicious activity.** Help keep our community safe by reporting any behavior that violates our guidelines or seems fraudulent.

## Content Standards

- **Post appropriate content.** All listings, photos, and communications should be appropriate for a diverse audience.
- **Do not post prohibited items.** Follow our list of allowed and prohibited items. Items that are illegal, unsafe, or violate intellectual property rights are not allowed.

## Reviews and Feedback

- **Leave constructive feedback.** Feedback should be honest and helpful to both the recipient and the wider community.
- **Resolve disputes calmly.** If a transaction doesn't go as planned, communicate directly with the other party to try and resolve the issue amicably before leaving a negative review.

## Participation

- **Contribute positively.** Share your knowledge, experiences, and support with others. Positive contributions help build a stronger community.
- **Respect the platform.** Do not misuse Halukay.com for unauthorized advertising, spamming, or any other activities that detract from the community experience.

## Enforcement

Violations of these guidelines may result in a range of actions, including, but not limited to, removal of content, suspension of account privileges, or permanent account ban. We reserve the right to enforce these guidelines at our discretion to maintain the integrity and safety of the Halukay.com community.

## Feedback and Reporting

We value your feedback and encourage you to report any content or behavior that violates these guidelines. Together, we can ensure Halukay.com remains a welcoming, safe, and vibrant community for all.

Thank you for being a part of Halukay.com. Let's continue to support each other and the planet by making sustainable shopping a delightful adventure for everyone.