

# Halukay.com FAQs

## FAQ: How do I sign up and start selling my preloved items?

- **Answer:** Signing up as a seller on Halukay.com is easy and free! Simply click the "Sign Up" button on our homepage, select the 'Seller' option, and fill in the necessary details to create your account. Once registered, you can begin listing your items by accessing the "Sell" section, where you'll need to provide details about the item, including a description, condition, price, and photos. After your listing is submitted, it will undergo a quick review process to ensure it adheres to our guidelines before being published on the marketplace.

## FAQ: As a shopper, how do I purchase items on the website?

- **Answer:** To purchase items on Halukay.com, simply find an item you're interested in, add it to your cart, and proceed to checkout. If you haven't signed up for an account yet, you'll need to do so at this stage. At checkout, you can review your order, select your preferred payment method, and provide shipping information. You'll receive an order confirmation and updates about the shipping status after your purchase. Our secure payment system ensures your transactions are safe, and our customer service team is always available to assist with any questions or concerns.

## FAQ: What measures are in place to ensure the quality and authenticity of items?

- **Answer:** At Halukay.com, we take the quality and authenticity of items seriously. Sellers are required to provide detailed descriptions and clear photographs of their items, and we encourage full disclosure of the product's condition. Buyers are urged to review these details and utilize the messaging feature to ask sellers any questions. Additionally, our review system allows buyers to rate and review their purchases and the sellers. We also have a team dedicated to monitoring listings for compliance with our quality standards and encourage users to report any listings that fall short.

## FAQ: How can I ensure my account's security on Halukay.com?

- **Answer:** Your security is paramount. We recommend creating a strong password and updating it regularly. Never share your login details with anyone. Our platform employs advanced security measures to protect your personal information and transactions. If you suspect any unauthorized activity on your account, please contact our customer service immediately.

## FAQ: Are there any fees associated with selling on Halukay.com?

- **Answer:** Listing items on Halukay.com is free, promoting the recycling of goods. However, a small transaction fee is applied to sales, supporting platform

maintenance and service quality. See our "Fees & Payments" page for detailed information.

**FAQ: How do I set the price for the items I sell?**

- **Answer:** Consider the item's original price, condition, and market demand when setting prices. Research similar items on Halukay.com for competitive pricing insights. Fair pricing attracts more buyers.

**FAQ: Can I edit or delete my listing?**

- **Answer:** Yes, you can edit or delete your listing anytime through your dashboard, ensuring your listings are current and accurate.

**FAQ: How do I manage my orders as a seller?**

- **Answer:** Manage orders through your seller dashboard, where you can view details, update statuses, and communicate with buyers as needed.

**FAQ: What happens if there's a dispute with a buyer?**

- **Answer:** Use our resolution center for disputes, encouraging direct resolution between parties first. Our team can mediate if necessary, ensuring fair outcomes.

**FAQ: How does shipping work for sellers?**

- **Answer:** Sellers choose their shipping method and are responsible for shipping costs, preferably using tracked shipping for security. Update the order with the tracking number once dispatched.

**FAQ: What should I do if I receive a damaged item?**

- **Answer:** Contact the seller for a return or refund negotiation. If unresolved, our customer service can assist in facilitating a fair resolution.

**FAQ: How can I leave feedback for a seller?**

- **Answer:** Leave honest and constructive feedback for the seller through the order page after receiving your item, aiding community informed decisions.

**FAQ: Can I return an item I purchased?**

- **Answer:** Return policies vary by seller. Review the seller's policy before purchasing and follow their instructions for returns. Contact our customer service for return disputes.

**FAQ: How do I stay safe when meeting a seller for a local pickup?**

- **Answer:** For local pickups, choose public, well-lit locations and consider safety first. Inform someone of your plans and bring a friend if possible.

### **FAQ: How can I contact customer service?**

- **Answer:** Reach out through our "Contact Us" page for any inquiries or issues. We aim to respond within 24 hours, ensuring your experience on Halukay.com is positive and secure.

These FAQs are designed to comprehensively address the concerns and questions of both buyers and sellers, ensuring a smooth and secure experience on Halukay.com.