

# **FAQ**

## **Shipping**

We are currently negotiating agreements with our shipping partners and have temporarily set shipping rates to the following:

- \$7.95\* for packages under 1 lb. (USPS Priority Mail)
- \$10.95\* for packages under 3 lb. (UPS Ground)
- \$14.95\* for packages under 5 lb. (UPS Ground)

In the future, shipping rates will be calculated based on location and you will see prices change according to distance and weight. These changes will ensure the most accurate rates.

\*Rates apply only to the continental United States. For shipping to AK, HI, and PR please contact us.

\*\*We currently do not offer International shipping.

\*\*\*Contact us for shipments over 5 lb.

\*\*\*\*Sellers are encouraged to weigh their entire package to ensure the correct selection of shipping weight and cost. Sellers will be charged for any overages imposed by the shipper for overweight packages.

## **How Do I Package My Shipment**

You can use poly mailers or cardboard boxes to package your items. We recommend poly mailers for lightweight items that don't need the protection of padding or structure of boxes. When using boxes we recommend using the smallest box that will comfortably fit your item. A great way to get these shipping supplies is recycling the packages from items you've received in the mail. You can of course also purchase shipping supplies via various vendors. Sometimes you have to get creative!

## **How Do I Get Paid?**

After the buyer receives the item, we release the money to your BUYSSELL account within 3 days of delivery. You can withdraw the money via direct deposit to your bank account. Once requested, direct deposits normally take 2-3 business days, not including weekends or holidays to settle. You can also shop in the app using your earnings. Please note, your earnings are based on the listing price and actual earnings will vary based on the final order price, seller discounts, and any other applicable taxes and discounts.

## **What is the Return Policy?**

BUYSELL does not offer returns or refunds for issues like changing your mind, fit, or other flaws mentioned or pictured in the listing, or shipping delays. However, a buyer can dispute their purchase if their item is not as described in the listing or they do not receive their package. The buyer has up to 3 business days after their order is delivered to contact our customer service team about any issues. We ask all buyers to provide pictures and describe the problem so we can engage the seller and then make a decision. All sales are considered final after three business days of receipt.

If a return request is approved by the BUYSELL customer service team, in most cases, the buyer will be issued a return shipping label so they can send the item back to the seller. The buyer will have three business days to ship the item before the sale becomes final. Once the shipper has scanned the return shipment into their system, the buyer will receive a full refund to their original form of payment, usually within 3-5 business days.

We promise to always use our best efforts to resolve any issues for our customers. To help ensure satisfaction with your purchase, we encourage buyers to carefully review item details, images, and ask the seller questions.

We also urge sellers to take special care when entering Listing Details about their item. To lessen return requests, we recommend pointing out any flaws the item may have so that the buyer can make an informed purchase. By being transparent, sellers are likely to have satisfied customers and enjoy successful transactions!

## **Do I have to register to buy & sell on BUYSELL?**

In order to list an item for sale on BUYSELL you will need to register for a free account. You will also need to register an account in order to checkout and make a purchase in the BUYSELL app. Buyers will need to input their payment information and verified shipping address in order to complete the checkout process and make a purchase.

## **How Do I Change My Password?**

To change your password, 1) select the “Account Tab” located at the bottom of most screens. 2) click on “Profile” then, 3) click on “Password” to enter a new password. BUYSELL will have Two-Factor Authentication (2FA).

## **Trades**

BUYSELL does not encourage trades. Please be advised that your item will not be covered by our Terms.

## **Offline Transactions**

Purchasing or selling an item listed on BUYSELL using any means other than BUYSELL is considered an offline transaction and is prohibited. If the transaction does not occur within the BUYSELL app, we are unable to offer both buyer and seller protection. Users who take transactions offline may have their future buying and selling privileges restricted on the app.

## **Zero-Tolerance Fraud Policy**

If we suspect any fraud occurring in our app, we will take the necessary actions to mitigate risk and take the required steps to stop any fraud from taking place. We take fraud very seriously and in order to keep the BUYSELL community safe we will have to follow the protocol for stopping fraudulent activities as per stated in our privacy policy. The BUYSELL team will regularly monitor the app for fraudulent items and deceitful buyers/sellers. As per our policy, anyone posting counterfeit goods, posting items they do not own, or engaging in any other disingenuous behavior will be immediately banned from BUYSELL. We currently do not authenticate products nor do we offer an authentication service. Please exercise good judgment when using the app.

## **Coverage For Sellers**

BUYSELL will protect the seller from any fraud that occurs during the transaction period. Actions such as chargebacks will be covered by BUYSELL if the buyer does claim their money back even after receiving the item you sent.

To be eligible for coverage within BUYSELL, all sellers must ship to a confirmed address with tracking information. Untracked packages aren't covered by BUYSELL. For high-value items, add insurance and ask for a signature too.

## Blocking Users

Users can be blocked from interacting with you. Once a user is blocked, they will not be able to Message, Like, Make an Offer, or Purchase any of your listings.

To block a user:

1. Go to the users store
2. At the top of the page, select the Action Menu (...).
3. Select Block User.

## Cancellations

All orders are considered final unless the seller does not ship the item within five business days. After this period, the buyer will be able to request cancellation and receive a full refund. Shipped orders cannot be canceled.

To cancel, 1) click on the Account tab and, 2) select Buying to find your order 3) Click on the order you want to cancel then, 4) click on the Cancel Order button 5) submit your cancellation request. By canceling your order, you will receive a full refund to your original form of payment usually within 3-5 business days.

Orders placed by making an offer are final and cannot be canceled.

A seller can cancel an order before it is shipped.

To cancel, 1) click on the Account tab and, 2) select Selling and look for your sale under the In Progress tab. 3) Click on the Order you want to cancel, then 4) click on the Cancel Order button, 5) choose your reason for cancellation from the dropdown menu and, 6) Submit.

# **HOW TO BUY & SELL**

## **Listing an item for sale**

Selling on the BUYSELL app is simple and can be done in a few easy steps!

The first step is to create a listing by clicking on the camera (SELL) icon located at the bottom of your home screen. Then simply fill in your Listing Details from the top of the screen and in order to the bottom.

#1. Select the Store you'd like to sell your item in\*

#2. Add photos of your item

#3. Add a photo of the size/brand tag inside your item

#4. Create a Headline (Title) describing your item in a few words

#5. Further describe important item details by pointing out things like flaws, fabric content, and measurements

#6. Select the Category your item belongs to

#7. Select the Size of your item

#8. Enter the item Brand

#9. Enter the item color

#10. Choose the condition of your item

#11. Enter the price you want to sell your item for

#12. Select the weight and cost of shipping your item

#13. Post your item!

\*Store descriptions can be found by clicking the information link above the Store icons on the Listing Details screen

\*\*Save Draft feature is still in development and will be available soon!

## **Selling Fee**

After your item sells, we will deduct a fee from the final order price.

For sales under \$10, the fee is a flat rate of \$2.25.

For sales above \$10, the fee is 20% and you keep 80%.

## **What can I sell?**

BUYSELL is a marketplace for new and secondhand fashion and accessories for men and women. Please refrain from listing items that do not fall under the categories currently available on BUYSELL. All items must be clearly and accurately represented. BUYSELL strictly prohibits the sale of illegal items, including but not limited to, replicas or fakes, products derived from threatened or extinct species, anything requiring a prescription, medical products / items making medical claims (for example N95 masks), food, supplements, drugs, drug paraphernalia, tobacco products, vapes, smoke instruments & accessories, live animals, and stolen goods. Items that promote or display violence, discrimination, hatred, and crime are also prohibited. Members who buy, list, or otherwise attempt to sell such illegal items risk immediate and permanent suspension from BUYSELL.

BUYSELL also prohibits the sale of items that cannot be shipped using our shipping label types per USPS regulations, including nail polish, perfumes, aerosols, and lithium batteries on their own. Visit USPS for more information on what cannot be shipped. (<https://www.usps.com/ship/shipping-restrictions.htm>)