

## Spree Community Guidelines

- Be polite and respectful to other users.
- Do not post anything listed in the **Prohibited Items and Services Policy**.
- Do not make inappropriate requests or comments that will make other users uncomfortable or feel unsafe.
- Be accountable for your actions:
  - If you have agreed and committed to entering into a transaction, you should honour that transaction, and not withdraw because you have found a better deal, or you just could not be bothered anymore. This does not make for a good user experience. If you genuinely are not able to continue, notify the seller or the buyer so that they are not waiting for you.
- Do not be rude, use vulgarities or be aggressive. This is not part of an enjoyable experience.
- Do not post duplicate ads – this includes setting up a different email address for the purpose of posting the same ad.
- Leave a rating:
  - After a transaction has occurred, mark the ad as sold and rate the buyer or the seller so we can build a trusted community and feel safe with every transaction.
- Spend some time creating your ad to get more views and make for an enjoyable experience:
  - Add multiple (if applicable), good quality photos;
  - Have a title that reflects the item or service;
  - Enter the right category and subcategory so people searching can find your ad with ease;
  - Choose the right price option for your ad and enter the right price;
  - Enter an accurate and full description where possible so others know exactly what you are selling; and
  - Enter an accurate location.
- Think of safety:
  - Where possible, arrange to meet up in a public space that is convenient and comfortable for both the buyer and the seller.
  - Please refer to our **Safety Guidelines** for more information.
- Complete your transactions on Spree and not other platforms. This is so that we have a record of the transaction just in case there are any issues. *It's all here* so just keep it here, simple!
- Do not spam. Spamming messages in chats, emails or text messages from information obtained through our services is not allowed.
- Don't use an inappropriate username.
- If you are having issues with another user or you feel they are violating any of our policies, please refrain from naming and shaming on our services. This may be seen as harassment and this violates our guidelines. We value your experience with Spree and we are constantly improving to make it more enjoyable and safer. If you feel that someone is violating our policies, or if you encounter an issue with another user, please contact us or report the ad providing reasons for doing so. We will take care of it.

Ads on Spree are not reviewed before they are available for public viewing. If you see an ad that violates our Prohibited Items and Services Policy, Terms of Use, Posting Policy (**Policies**), please report the ad to us by using the report feature on the app or by contacting us directly on support@spreeau.com. Please ensure that you adhere to our Community Guidelines and take note of our Safety Guidelines (**Guidelines**). Please also review our Privacy Policy.

It is the responsibility of the user to ensure the user's conduct and communications adhere to our Policies and Guidelines as well as applicable laws. As a condition of your use of Spree specified

under our Terms of Use, you agree that you will not violate any laws. We reserve the right at our discretion to remove any content violating our Policies or which we believe is inappropriate, harmful or otherwise not in the spirit of the Spree buying and selling community. We reserve the right at our discretion to impose restrictions on your account and your usage of the Spree mobile application, the landing page [www.spreeau.com](http://www.spreeau.com) and any other of our services or tools either temporarily or permanently for violations of our Policies. We reserve the right at our discretion to refuse or block a user's registration.

You can view our Policies and Guidelines on our landing page and on our App.