

Spree Safety Guidelines

At Spree, buyers and sellers can conduct transactions in ways which they feel most comfortable. We take the safety of our users seriously and it is important that you read the safety guidelines so that you are aware of our tips for staying safe and know what to do when you encounter an issue so you have an enjoyable buy and sell experience. Please take note of the information below:

- **Meet in person and in public**
 - You may be promised that an item will be mailed to you or you may promise that to someone else but there is always the possibility that the item might not be sent or disagreements occur in relation to the timing of postage, delays or lost packages. Either way, something could go wrong. Always meet face-to-face. Where possible, bring a family member or friend with you and meet in a public place where you can inspect the goods and exchange money.
 - Avoid providing another user with your personal address. Meet in a place with lots of people in the day time. Some public places to meet up include shopping centres, parking lots and coffee shops. There may be circumstances where you might need to meet someone at your home or the seller's home, for example, if you are buying a bedroom set. If you do choose to meet someone at your home or someone else's, make sure you have someone with you like a friend or family member.
- **Use cash**
 - Never send money online, in the mail or cheques to someone you don't know or trust. When you exchange your items for cash there's no uncertainty. Electronic and other means can be unreliable, reneged on or reversed (for example, checks, electronic transfers or credit cards). If you are the buyer and you are to meet a person in public, make sure you do not carry large sums of cash with you.
- **Know the other user**
 - Find out more about the person you are dealing with. Visit their profile to check their rating, see what kind of items they have posted, when they have joined etc. You will feel comfortable knowing more about the other person before you deal with them.
- **Do not give out your personal information**
 - As stated above, you should avoid giving out your address unless it is necessary. We do not encourage you to provide other personal information such as your social media information or financial information etc.
- **Use the Spree app to communicate**
 - We strongly recommend you communicate with buyers and sellers within the app so that all records of your transactions are kept within Spree and can be retrieved should the records be required.
- **Inspection and clarification**
 - Always let the buyer inspect and/ or test the item before agreeing to sell to them. Conversely, if you are a buyer and the seller is adamant that you need not inspect the items before paying or that they will only complete the transaction using online payment methods or mail payment, you should exercise discretion and good judgement to determine whether you trust the other user. We recommend that you

always inspect prospective items and never send payment before receiving the items. Always try to exchange the item and receive payment or make payment at the same time. However, before you pay, make sure that the item you are inspecting matches the description provided.

- Make sure all details of the transaction are clarified and understood before meeting up. This includes, but is not limited to, knowing the condition of the item, agreeing on the price and payment method and asking any questions that are important in your decision to purchase.
- **Well written ad**
 - A well written ad that is not confusing and provides the required information will avoid disputes and help you stay safe while buying and selling on Spree. When you follow the ad template and fill out the details in the right places and in English, you avoid confusion, frustration and backlash from other users for not being clear or honest.
- **Common sense**
 - Use common sense and good judgment before finalising a transaction. If the seller is being vague with details or if the buyer insists on giving more money for your troubles but will only send it electronically, this could be a scam. Be aware of listings with prices that are too low, spam- like descriptions or photos from the internet (not original actually taken by the user). Do your due diligence and don't feel afraid to ask questions if unsure or even request for additional photos of an item to help you make your decision. If a person or an ad seems suspicious, please use the reporting feature on the app or contact us directly on support@spreeau.com.
- **Timeliness**
 - If you experience any issues when buying and selling on our App, please contact us immediately so that the issue can be resolved and you continue to have an enjoyable experience.

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 as a user you adhere to our community guidelines and take note of our safety guidelines (**Guidelines**). Please also review our Privacy Policy. We do not offer any sort of buyer protection or payment program. If you receive any communication that states that there are buyer protections in place or payment programs, please report them to us as it is false.

Please ensure that as a seller you provide accurate information and that you have the authority to list the goods or services. If you are a buyer, please exercise discretion when interacting with other users and adhere to the community guidelines. Please report users and ads that violate our Policies.

Potential Scams

We understand that online transactions can be simple and convenient, but please remember that face to face transactions are the best way to minimise the risk of fraudulent activity.

Here are some potential scams that you may encounter:

- **Requiring payment before goods are sent**

- If a seller insists that payment be made electronically before goods are exchanged in person, it is possible that the seller may never send the item. Sellers may request that payment is made first before they post an item and it may be legitimate, however, use your discretion and good judgement. If something does not feel right to you, do not continue the transaction and find another seller. Generally, avoid making payments online and then proceeding to collect the goods in person. Meeting up in person to exchange goods for cash is the safest option.
- **Non-original photos posted**
 - If sellers do not post original photos of the items they are advertising, you won't know what the condition of the item is or what even looks like in reality. The issue of buyer beware comes into play here. Ask them to send you original photos of the item you are interested in. If they refuse, you may want to find another seller. We encourage you not to engage in a transaction with a person who does not upload original photos of the items they are selling.
- **Counterfeit notes**
 - Always verify the cash you receive to ensure it is not fake or counterfeit notes. If a user is paying with \$50 or \$100 bills, ask them to change the money to smaller bills or let them know that you do not accept large bills beforehand. If they take issue with this or do not want to complete the transaction as a result of this, it may be a scam. Use your discretion and good judgment to determine whether you trust the other user.
- **Refusing to meet in person**
 - This one's a no-brainer. If the buyer or the seller refuses to meet in person at an address or a public location, it sounds suspicious. If they insist that it can be done electronically, you should exercise discretion and good judgment in coming to a decision.
- **Refusing inspection of goods (take it or leave it attitude)**
 - Never buy an item without being able to inspect it to make sure it is in the condition that the seller says it is and it is in the condition you require. Sellers will usually not refund money just because you have changed your mind or you didn't check it when they gave you an opportunity. So, if they say take it or leave it, it might be better to just leave it and find another seller who will agree to the inspection of goods.
- **Overpayment Scam**
 - This is usually when buyers say that they really like the item you are advertising but they can't collect it as they are interstate or they would like you to send it directly to their relative or friend overseas. They will usually tell you that they will pay you extra for your trouble of posting it and, because they are not local, they cannot pay you cash, only via money transfer, cheque, PayPal or money order. This is a well-known scam as the person may not make payment or cancel payment online after you have sent the item. You lose both ways. Please do not engage in a transaction with a user proposing this option. Report them to us.
- **Brand name phishing or spoofing**
 - This is when a user receives an email or SMS that claims to be from a reputable company and offers you buyer protection, an online payment system or cash prizes.

These communications usually require you to provide personal information or to make a small payment. Please do not engage with these communications. Do not click download or click links if you do not trust the sender of the communication. Please report them to us. Chances are, they will collect your personal information and sell them onto someone else.

- **Voicemail or SMS Scam**

- This is when scammers send an SMS to a seller asking them to respond via email only. Most buyers and sellers will pick one way to communicate and will continue to communicate in that chosen method. They usually will not redirect someone to another communication method. For example, if a buyer is interested in an ad, they will either call, SMS or chat with you. They usually won't, for instance, chat with you via the app asking you to send them an email. Often these messages may be from an overseas phone number or will make themselves look legitimate by using an Australian number. They may charge you for calling them back or replying to their messages.
- The scammer may also send an email stating you have received a voice message on the Spree app. Please note that Spree does not offer a voicemail service when replying to ads. When you provide your contact number, buyers can respond to you directly and any voice message you receive from them will be a normal voice message, and not one created or sent via Spree. Please do not engage with these communications if you feel they are suspicious. Please report them to us.

- **Lottery scam**

- These are fake lotteries, sweepstakes or competitions. Often they require you to either call them or answer their call where you are ultimately charged for the call, require you to send your bank and personal information which they will sell to other scammers which exposes you to identity theft (and spam emails/calls or messages) or require you to pay an upfront fee in order to claim your prize. Please do not engage with these communications, immediately report them to us.

- **Pyramid schemes and the like**

- These are a form of investment which require a participant to recruit other people in order to get paid. The money paid to you will be from the people who are later recruited and it goes on and on. These may include work from home jobs, multi-level marketing schemes and jobs promising a fortune to be made in exchange for a joining or membership fee.

- **Urgency and other offers**

- Some scammers may instil a sense of urgency in you to make you complete the transaction straight away. For example, they may say that they have received a lot of interest and if you do not transfer the money straight away they will sell the item to someone else. They may also say that they have received offers from someone else. Please take the time to do your due diligence and research before you commit to a transaction. You can always find another seller as *it's all here* at Spree.

For more information on scams and online safety you can visit the following:

- the Australian Competition and Consumer Commission (ACCC) website:
<https://www.scamwatch.gov.au/types-of-scams/buying-or-selling/classified-scams>

- the Australian Government website:
<https://www.australia.gov.au/information-and-services/public-safety-and-law/online-safety>
- the ACCC's Little Black Book of Scams:
<https://www.accc.gov.au/system/files/Little%20Black%20Book%20of%20Scams%20-%20Pocket-sized%20guide.pdf>
- The ACCC's Scamwatch:
www.scamwatch.com.au

Buyer specific Tips

- **Due diligence**
 - Do your research and due diligence. Make sure you read an item's description properly, ask questions not already answered in the ad, request additional photos to ensure an item you are getting is as you have expected, request to test the item (if applicable) and check the other user's rating (see below).
- **Read the ad properly**
 - Every transaction on Spree is considered an agreement. This is an agreement between you and the seller. Please read the ads of the sellers so you understand their terms of sale. This makes for a smoother buy and sell experience as you won't have to ask questions as the answers are already in the ad.
- **Ratings**
 - Check a seller's rating by going into their profile on the Spree app. The rating system shows other user's experience in dealing with the seller. Leave reviews after your transaction with the seller. This helps build a more trusted and safe community.
- **Spam**
 - Do not spam the seller by repeatedly messaging them via the Spree app or using their personal information they have provided such as their phone number to harass them. We like all our users to feel safe and comfortable using our services.
- **Making an offer**
 - If the item is listed as "negotiable", ensure that any details of negotiations are in writing. For example, ensure that the negotiated price and terms are in the chat as opposed to a phone call conversation. This avoids any issues as it is all documented. Again, make sure you use the chat option in the app as we will have a record of the transaction should there be any issues.
- **Meet in person and inspect items**
 - Meet in a public place and check the item to ensure that it is as you have expected, it matches the ad description and photos before paying the seller. Unfortunately, parcels sometimes do go missing or end up damaged before they are received by the buyer. Receiving the items in person avoids these issues.
- **Request for tracked postage**
 - If you have decided to pay for an item electronically and you have requested that the item is to be posted, we recommend you use tracked postage as this provides you assurance about your item's location. We encourage you to do so especially if you're

purchasing high valued items. This avoids the possibility that the item might not have been sent or disagreements in relation to the timing of postage, delays by postal companies or lost packages

- **Exercise caution in relation to tickets**
 - Make sure you know and understand the terms and conditions when you buy tickets. There are tickets that may not be eligible for resale and when you buy such a ticket, you could be denied entry for the event or prohibited from using the ticket. Ensure you check with the event organiser, promoter or ticket vendor and read the terms and conditions of the ticket itself.
- **Report an issue**
 - If you have encountered any issues with a transaction, contact our team immediately so we can resolve the matter quickly so you can get back to buying!
- **Jobs**
 - When searching for jobs, ensure you pay close attention to the following:
 - Whether the ad provides a link to a fake company website or requesting you to create an account which collects your personal information (which they may use to sell or spam you); and
 - Ads that have vague job titles or descriptions, inaccurate salary or income information or the pay offered would be considered too high for the position generally;

Seller Specific Tips

- **Be responsible**
 - Ensure you provide accurate and honest information about the item or service you are advertising. This will reduce the number of questions a buyer has, avoid potential disputes or disagreements and you can get straight into selling!
- **Proper ad**
 - If you have any requirements such as pick up only after a certain time or do not wish to provide refunds for change of mind etc, please ensure you provide this information in the description of the ad. This is because every transaction on Spree is considered an agreement. This is an agreement between you and the seller.
- **Ratings**
 - Check a buyer's rating by going into their profile on the Spree app. The rating system shows other user's experience in dealing with the seller. Leave reviews after your transaction with the buyer. This helps build a more trusted and safe community.
- **Making an offer**
 - If the item is listed as "negotiable", ensure that any details of the negotiation is in writing. For example, ensure that the negotiated price and terms are in the chat as opposed to a phone call conversation. This avoids any issues as everything is documented. Again, make sure you use the chat option in the app as we will have a record of the transaction should there be any issues.

- **Meet in person and allow for inspection**
 - Meet in a public place to ensure that the item you are selling will reach the buyer in the condition you advertised and the buyer can inspect the item. Unfortunately, parcels sometimes do go missing or end up damaged before they arrive with the buyer. Handing them the goods yourself avoids these issues and allowing the buyers to inspect the goods avoids issues in the future.
- **Tracked postage**
 - If the buyer and you have agreed on postage for the delivery of the items, suggest the use of tracked postage instead of regular postage. This provides you assurance about your parcel's location and that it has reached the buyer. The buyer then cannot claim that the item was not received and would not be in the position to successfully lodge a report against you. Always ensure that payment has actually reached you successfully before you proceed to mail it out to them.
- **Report an issue**
 - If you have encountered an issue with a transaction, contact our team immediately so we can resolve the matter so you can get back to selling!

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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 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.