

Preventing communication scams on Ikibor

Scammers may use emails, text messages, or Platform DMs to deceive you into disclosing personal and financial information. They might seek passwords, account numbers, Social Security numbers, or request money for fraudulent purposes.

While Ikibor's Trust & Safety team endeavors to combat scams, it's crucial to recognize deceptive tactics to safeguard yourself and your data.

If you encounter suspicious messages, refrain from clicking on links or sharing personal/financial details. Report scam emails as spam and ignore them. For suspicious DMs on Ikibor, report the user within the Platform. If uncertain, contact support.

To help you avoid scams, here are some guidelines and examples of scams:

Scammers may impersonate Ikibor representatives. Exercise caution when handling suspicious DMs or emails claiming to be from Ikibor. Remember:

All Ikibor emails originate from the Ikibor domain.

Examples of valid Ikibor email addresses include help@Ikibor.com.

Beware of fake email addresses.

Ikibor never requests payment details via email.

Scammers may pose as intermediaries with information from Ikibor. Be wary of sellers approached by supposed buyers, alleging instructions from Ikibor.

Note:

Ikibor communicates directly with users, not through intermediaries.

Exercise caution if asked to update payment details by other users.

Romance/relationship scams. Scammers may engage users romantically, leading to requests for money. Always:

Exercise caution with users seeking romantic connections and requesting money.

Avoid sharing personal or banking information via DM.

Giveaway scams. Scammers may claim users won free items but demand payment for shipping or other fees.

Remember:

Be cautious if asked to pay fees for a "free" item.

Never share personal or banking information via DM.

Impersonating buyers in livestreams. Scammers may impersonate buyers in livestreams, selling products falsely.

Ensure:

Sellers confirm they're shipping to the original buyer.

Sales occur only via livestream or marketplace, not DMs.

Stay vigilant and report suspicious activity promptly to protect yourself and others from scams on Ikibor.

Block a User

At Ikibor, you have the option to block a user, which prevents them from:

*Following you.

*Sending direct messages within the Platform.

*Viewing your profile.

*Bookmarking, joining, and chatting in your livestreams.

*Making future purchases from your listings in the marketplace. However, any existing orders with this user at the time of blocking will still be honoured.

Please note: If you believe someone is violating Ikibor's Community Guidelines, you can report that user to our Trust and Safety team.

To block a user:

*Open the Ikibor Platform on the web.

*Visit the user's profile.

*Click or tap the three-dot icon located at the top right corner of the user's profile.

*Select the "Block" option.

Confirm the action by clicking "Block" (on web).

Deleting your Ikibor Account

This article explains the steps to permanently delete your account on a platform, using either a web browser.

Deleting your account is a permanent action, and it will result in the permanent removal of all your data, including your username, device data, preferences, saved items, direct messages, followed accounts, and any imported contacts. Therefore, it's essential to ensure you're certain about deleting your account before proceeding.

Web Browser:

*Open the platform's website using your web browser.

*Navigate to your profile settings by clicking on the profile icon located at the top right corner of the screen, then selecting "Settings" from the dropdown menu.

- *Within the "Profile Information" section, locate and click on the option to "Delete Account."
- *Choose a reason for deleting your account from the provided options.
- *In the "Tell us more" field, provide additional details explaining the reason for deleting your account.
- *Proceed to select the option to "Permanently Delete Account."
- *Confirm your decision to delete your account when prompted.

Giveaway Policy

This document outlines the procedures for conducting giveaways on a platform, detailing various types of giveaways, their policies, and frequently asked questions regarding participation.

Giveaways are events where sellers offer items for free to viewers during a livestream. They typically last up to five minutes, during which users can enter to win. Winners are randomly selected by the Platform and displayed on the livestream.

There are three types of giveaways:

Standard Giveaways:

All users can enter.

Follower-only Giveaways:

Only users who follow the seller can enter.

Buyer Appreciation Giveaways:

Exclusive to users who have made a purchase during the livestream.

Giveaway Policies:

Prohibited Behavior:

- *Sellers must not deny winners their prizes or downgrade them based on arbitrary criteria.
- *It's forbidden to require a purchase to enter a giveaway.
- *Giveaways must comply with platform rules and applicable laws.

Permitted Behavior:

- *Sponsored giveaways are allowed.
- *Sellers may establish targets for running giveaways.

Participating in Giveaways:

- *Users are allowed one entry per eligible giveaway.
- *Automated or unnatural entries may result in suspension.
- *If abuse is suspected, users can report it through the platform's reporting system.

FAQs:

- *Exiting a livestream before the giveaway ends removes the user from the entry list.
- *Sellers cover shipping costs for giveaways, including international shipping.
- *Negative balances may occur if there are insufficient funds in the seller's account.
- *Giveaways can run concurrently with auctions.
- *Unreceived or damaged items should be reported to platform support.
- *Sellers cannot impose additional requirements for entering giveaways.
- *Users need to have payment and shipping information on file to enter giveaways, even though there's no charge for entry.

This information is provided to ensure fairness and transparency in giveaway events on the platform.

Ikibor Guidelines

We've established a vibrant, secure, and inclusive community for collectors and individuals with similar interests at Ikibor.

We urge members of our community, whether buyers or sellers, to adhere to these straightforward guidelines: be kind and be truthful.

Any violation of these guidelines may result in corrective measures as per our Community Guidelines Enforcement policy.

General Guidelines:

Harassment: Any form of harassment, including repeated unwanted contact, derogatory remarks, or disruptive behavior, is strictly prohibited.

Sexual Harassment: Unwanted sexual advances, objectification, or inappropriate comments are not tolerated.

Hate Speech: Discriminatory behavior or content targeting individuals or groups based on protected characteristics is prohibited.

Respect for Ikibor Staff: Treat our staff with respect and cooperate with them in resolving issues.

Protection of Personal Information: Do not share personal information, including addresses, of other users.

No Spamming: Avoid repetitive messaging, phishing attempts, or troll bidding.

No Gaming Auctions or Giveaways: Do not disrupt auctions or manipulate giveaways artificially.

No Selling or Buying of Ikibor Accounts or Features: Buying or selling of accounts or features is prohibited.

No Improper Association with Ikibor Brand: Do not misrepresent our brand or engage in deceptive practices.

Seller-Specific Guidelines:

Account Responsibility: Sellers are responsible for all activities associated with their accounts.

Honor Purchases and Giveaways: All sales are final, and giveaways must be conducted honestly.

No Selling of Fakes: Authenticity must be accurately represented for all items sold.

Accurate Item Representation: Sellers must honestly describe the condition of items.

Fair Pricing: Sellers should be fair and transparent with pricing.

No Shill Bidding: Artificially inflating item prices is prohibited.

No Smoking or Vaping Around Inventory: Ensure a smoke-free environment around inventory.

Responsible Livestream Conduct: Sellers should uphold safety standards and avoid dangerous behavior during livestreams.

Shipping Compliance: Items must be shipped promptly and safely.

No Fee Avoidance: Circumventing platform fees is strictly prohibited.

No Gambling or Purchase-Based Prize Games: Gambling-related activities are not allowed.

Buyer-Specific Guidelines:

No Chargeback: All bids are binding, and sales are final.

Age Restrictions: Users must be at least 18 years old to use the platform.

For any inquiries, please contact our Support team, and we'll be happy to assist you!

Selling or listing counterfeit items

Selling or listing counterfeit items on Ikibor is against our policies and is strictly prohibited. Sellers must ensure the authenticity of all items listed or sold on our platform.

Counterfeit items include:

Any item that falsely represents itself as an original (often by using a brand's name, logo, or other intellectual property without authorization) and items with intentionally falsified features (such as fake signatures or altered dates) will be counted as counterfeit items. Selling or listing counterfeit items on Ikibor may result in the removal of the listing and suspension or ban from our platform. Sellers may be charged for the total cost of these items, including order value, tax, and shipping, to refund buyers.

If you suspect you've received a counterfeit item, you can report it within your purchases. Refunds are subject to our return policy, and you may need to provide additional information or photo evidence. In some cases, we may request the item to be returned for further investigation. Refunds will only be issued upon compliance with these requests.

If, after review, we cannot confirm the item's authenticity, you will receive a refund. However, if the item is found to be authentic, it will be returned to you at no cost.

Ikibor will cooperate with law enforcement by providing relevant information to prosecute sellers of counterfeit items. Selling items that violate our IP policy is also strictly prohibited. If you're a brand or rights owner concerned about copyright, trademark infringements, or counterfeit items, please contact us for assistance.

Ensuring the safety of Ikibor is our priority

Safety is a top priority at Ikibor! We are committed to ensuring that counterfeit products and scammers are not present on our platform.

Here are some of the steps we take to maintain safety:

- Sellers are required to take pictures of their listings within the platform, providing assurance that they own the items they list.
- We verify the authenticity of every live-streaming seller before allowing them to go live, ensuring that only genuine products are sold and shipped securely.

- Sellers must adhere to our packaging guidelines to ensure items are safely packaged for shipping.
- Every seller is required to verify their phone number, adding an extra layer of security to their account.
- Any sellers found to be knowingly selling counterfeits or failing to properly ship products may be removed from Ikibor.

Buyer Protection

Ikibor is dedicated to ensuring that buyers enjoy safe and positive shopping experiences. We provide the following buyer protection features:

Return policy: If any issues arise with your purchase, you can rely on Ikibor to assist you. Simply submit a request through the platform to receive help with your order. As long as you adhere to the timelines and guidelines outlined in our return policy, Ikibor will honor return and cancellation requests. Additionally, we offer protection for lost, damaged, or stolen items during transit, and will work with you to arrange a refund. If you need to report a missing item, please contact buyer support.

High-Value Loss Reimbursement policy: For high-value hit cards purchased through Ikibor that are missing from your shipment, we will reimburse you at the market price of the card. To qualify for reimbursement, you must contact Ikibor within the specified timeframes detailed in our return policy.

Product authenticity: We prioritize product authenticity and implement various measures to safeguard buyers from counterfeits and inauthentic sellers. For instance, sellers are required to capture pictures of their listings within the platform and verify their identity. Any sellers found knowingly selling counterfeits or failing to ship products properly may be removed from Ikibor.

Shipping: Sellers are urged to ship orders within two business days of purchase to ensure timely delivery. Typically, items shipped with Ikibor take an average of 5-12 days to arrive after the seller ships them. If your package has not received a tracking update after seven days, please contact our Support team with your order number(s) and tracking number for assistance.

Seller Protection

At Ikibor, we prioritize seller protection and ensure that you receive payment for each sale securely. We hold the funds for every transaction until your item is authenticated, or for 3 – 4 working days after the buyer receives it. Sellers are not held responsible for chargeback.

You will receive payment for a sale unless any of the following conditions are met:

- The incorrect item is sent.
- The item is determined to be counterfeit (the entire item or a sticker).
- The item is clearly sent with damage that was not depicted in listing photos or clearly visible during a Livestream.
- Your item sustains damage during shipping due to improper packaging (if you adhere to our packing guidelines, you won't be held responsible for shipping damage).
- The item is not scanned by the delivery company.
- In the event of a dispute, Ikibor will conduct an investigation with relevant information provided by both the buyer and the seller. We will make a fair decision based on which party was adhering to guidelines properly.

For any inquiries, please contact our Seller Support team at help@ikibor.com

Policy on Reimbursement for High-Value Loss

These Terms and Conditions are hereby agreed upon by and between Ikibor Funtastic Pvt Ltd. ("Ikibor") and the seller ("Seller") executing an Ikibor Strategic Seller Agreement referencing or otherwise incorporating these Terms and Conditions.

DEFINITIONS: "Affiliate" shall refer to any entity that directly or indirectly controls, is controlled by, or is under common control with a party, now or in the future. For the purpose of this definition, "control" signifies having ownership of the majority of the voting securities of such party. "Claims" shall encompass claims, damages, obligations, losses, liabilities, costs, or debts, and expenses (including but not limited to attorney's fees) arising from any third-party claims, suits, actions, settlements, or judgments. "Code of Conduct" pertains to the code of conduct outlined in Exhibit A. "Confidential Information" is defined as follows: (a) with regard to Ikibor, any business or technical information, including, without limitation, information related to the Ikibor Platform, any feedback, plans, finances, marketing plans, customer lists, business opportunities, research, development, or know-how, and any other information of a proprietary or confidential nature; and (b) with regard to Seller, "Confidential Information" includes Seller's personal contact information, business information, and the specific terms

and conditions of this Agreement. Confidential Information excludes information in the public domain through no fault of the receiving party or that is independently developed by a party without reference to the other party's Confidential Information. "Marks" encompass a party's trademarks, service marks, logos, slogans, and trade names, along with all applications, registrations, and renewals in connection therewith, and all associated goodwill throughout the world. "Seller IP" includes any video or audiovisual content, footage, photographs, text, graphics, artwork, animation, or other content or materials provided by Seller to Ikibor. Additionally, if the Seller is an individual, Seller IP includes the Seller's name, voice, signature, image, likeness, and related statements, comments, and remarks, as well as all other attributable rights. "Taxes" refer to any tax obligations due to all taxing authorities arising from or in connection with amounts paid to Seller hereunder. "Terms of Service" pertains to the Ikibor Terms of Service available at [insert URL] and all other policies and rules published by Ikibor, including, but not limited to, Ikibor's Community Guidelines and Policy and Rules. "Third Party Attributes" encompass the names, nicknames, images, likenesses, voices, performances, autographs, photographs, biographical information, and related statements, comments, and remarks, as well as all other attributable rights of third-party individuals.

INTELLECTUAL PROPERTY RIGHTS: Ownership; Grant of Rights: Ikibor Platform: Ikibor is the sole and exclusive owner of all rights, title, and interest in and to the Ikibor Platform and Ikibor Materials, including all intellectual property rights therein. Subject to the terms and conditions of this Agreement, the Terms of Service, and the Code of Conduct, Ikibor grants Seller a limited, revocable, non-transferable right and license to use the Ikibor Materials solely in connection with the performance of services. Ikibor reserves the right to modify the Ikibor Platform to implement new features or reflect changes in practices or operations. If such modifications render certain features unavailable, Ikibor will not be considered in breach of this Agreement. Seller Content and Seller IP: Except for Ikibor Materials and any derivatives thereof, Seller retains ownership of all Livestreams and Seller IP. However, Seller grants Ikibor and its Affiliates a perpetual, worldwide, irrevocable, fully paid-up, royalty-free, and fully sub licensable right and license to use, reproduce, modify, adapt, publish, post, translate, create derivative works from, distribute, transmit, and display the Livestreams and Seller IP, and content generated there from, for any lawful purpose in all media now known or hereafter devised.

Third-Party Attributes: Seller grants Ikibor and its Affiliates a worldwide, perpetual, irrevocable, fully paid-up, royalty-free, and fully sub licensable right and license to use, reproduce, publish, distribute, transmit, and display Third Party Attributes embodied in the Livestreams and Seller IP in all media known or hereafter devised.

Limited Trademark License Grant: Ikibor and Seller grant each other a worldwide, royalty-free, non-exclusive, and non-transferable right and license to use and reproduce each other's Marks solely as necessary to perform this Agreement. Any use of Marks must comply with applicable law and usage guidelines provided by the other party.

Feedback: Seller may provide Feedback to Ikibor from time to time, including suggestions, ideas, or other feedback related to this Agreement. Seller acknowledges that all Feedback will be the sole and exclusive property of Ikibor.

PAYMENT TERMS: Ikibor will pay the Seller as specified in the Business Terms. Ikibor is not liable for any expenses or costs without prior written approval. Ikibor may withhold disputed amounts in good faith during dispute resolution.

TAXES: Seller is solely responsible for any and all Taxes related to earnings or payments made hereunder. The seller is not entitled to benefits provided by Ikibor to its employees. Seller will indemnify Ikibor for any damages arising from tax obligations or employment claims.

REPRESENTATIONS AND WARRANTIES: Each party represents that it has the right and authority to enter into this Agreement. Seller further represents that services and Livestreams will comply with applicable laws, regulations, and guidelines. Seller warrants that Livestreams, Seller IP, and other materials provided will not violate third-party rights or contain false information.

INDEMNITY: Seller agrees to indemnify Ikibor and its Affiliates against any Claims arising from breach of representations or obligations, infringement of intellectual property rights, breach of the Code of Conduct, employment claims, or negligence.

LIMITATION OF LIABILITY; DISCLAIMER: Neither party will be liable for special, indirect, consequential, exemplary, or punitive damages. Ikibor's aggregate liability under this Agreement will not exceed the fees payable to Seller in the three months prior to the event giving rise to the liability.

CONFIDENTIAL INFORMATION: The parties will use Confidential Information solely for the performance of this Agreement and will not disclose it to third parties. Each party will maintain confidentiality and may only disclose Confidential Information as required by law or to advisors for due diligence purposes.

MORALS: Seller agrees not to engage in any acts that may bring Seller or Ikibor into public disrepute, contempt, scandal, or ridicule, or which may insult or offend the public or any protected group. Seller will not make damaging statements regarding Ikibor or its products.

TERMINATION: Either party may terminate this Agreement immediately for a material breach by the other party. Ikibor may terminate for convenience with fifteen days' notice. Upon termination, all payments to Seller will cease, and both parties will cease promotional activities. Livestreams may remain live on the Ikibor Platform following termination.

SURVIVAL: Certain provisions, including those related to intellectual property rights, payment terms, representations and warranties, indemnity, confidentiality, and termination, will survive termination or expiration of this Agreement.

INJUNCTIVE RELIEF: Seller acknowledges that breach of this Agreement could cause irreparable harm to Ikibor, entitling Ikibor to injunctive relief without posting bond.

RELATIONSHIP OF THE PARTIES: This Agreement creates no partnership or professional relationship between the parties. Each party is an independent contractor responsible for its own taxes and benefits.

GOVERNING LAW; VENUE: This Agreement will be governed by Indian law, and any legal action will be brought exclusively in Indian courts.

MISCELLANEOUS: This Agreement constitutes the entire agreement between the parties, supersedes any prior agreements, and may not be modified except in writing signed by both parties. If any provision is found invalid, the remaining provisions will remain valid. Waiver of any provision will not constitute a waiver of others. In case of conflict, the terms of this Agreement supersede those of the Terms of Service. The Agreement is binding on the parties and their successors and assigns. Any assignment requires prior written consent.

Rejection Reasons

If your application to sell on Ikibor is not approved, here are some common reasons and tips on how to improve if you choose to reapply in the future. Please note that we evaluate every application holistically and these reasons are not exhaustive but are among the most common factors influencing our decisions.

Incomplete Application

Your application may not have been approved due to missing or incomplete information. Ensure that you provide all requested details, including links to your seller profiles and sufficient evidence of your selling experience and inventory.

Product Quantity

If the quantity of inventory showcased in your application is deemed insufficient, consider increasing your inventory or providing clearer evidence of your available stock.

Product Quality

Ensure that the photos or videos of your inventory demonstrate its quality effectively. Pay attention to how your items are displayed, as this reflects how they will be presented during live streams.

Lack of Selling Experience

Establish a reputable selling history, both online and offline, and provide evidence of your experience in e-commerce sales.

Unsupported Country

Please note that Ikibor only supports sellers based in India at this time. Stay updated for future expansions.

Unsupported Products

Ensure that the products showcased in your application comply with Indian law and Ikibor's policies. Remove any unsupported products from future applications.

In certain scenarios, you may not be permitted to reapply to Ikibor:

Application Deception

Misrepresenting information provided in your application, such as using photos/videos of inventory that do not belong to you or providing incorrect seller or social profile links, will lead to disqualification.

Product Authenticity

Evidence of inauthentic or counterfeit products in your application will result in rejection.

Under 18 Years Old

You must be 18 years old or above to sell live on Ikibor, as per Indian law and our Terms of Service.

Inappropriate Content

Applications containing inappropriate content that violates Ikibor's community guidelines will not be approved.

Reputation

Consistent negative reviews or inappropriate actions on other platforms may impact your application.

Trust & Safety Violations

Any seller with outstanding violations on file with our Trust & Safety team will not be permitted to be onboard as a seller on Ikibor.

For further clarification or assistance regarding your application, please contact us at help@lkibor.com. You may reapply to Ikibor 30 days after your previous application decision, unless specified otherwise.