

## **Israel Holistics – User Guide**

Israel Holistics provides a free, easy to use platform for people to buy and sell. We try our best to ensure that commercial interactions can happen without any issues, and therefore created this little user guide.

Whether you are a vendor or buyer, please read it thoroughly before buying and selling to know your rights and obligations. Most of it is just common sense, fairly easy, and hopefully we will just be happy using the website. :-)

### **Israel Holistics User Guidelines:**

We want to have a safe and respectful environment for all of our users where they are free to enjoy without being harassed in any way.

To ensure everyone enjoys Israel Holistics, we ask that when you post (a product or comment), you keep in mind the following:

1. We don't allow defamatory, indecent, offensive, profane, discriminatory, misleading, unlawful or threatening comments.
2. Personal attacks, name-calling, trolling and abuse will not be tolerated.
3. Spamming, posting promotional material or posting links to third party websites is not permitted, except through the formal listings or store creation.
4. We reserve the right to delete comments at our discretion and block any repeat offenders. We will remove content that is fraudulent, deceptive or misleading.



5. Israel Holistics is a public place. We recommend not posting personal information that you would not be comfortable sharing with a stranger.

### **If you are a VENDOR:**

1. To become a vendor, register a new account in the homepage, by clicking on the Login / Register menu button or using link: [www.israelholistics.com/register](http://www.israelholistics.com/register) and send a simple e-mail to [info@israelholistics.com](mailto:info@israelholistics.com) telling us what your store is all about.
2. Once you get confirmation, log in and create your profile by clicking on the Edit Profile button (where it used to be the Login / Register button). There, you will be able to customize your profile to your liking.
3. Before putting up products to sell, make sure to create your banner and customise your store in your profile page. Fill in accurate details such as address, contact number, e-mail and a nice description that reflects your brand as best as possible. This is good practice and will help you sell more.
4. Putting products is also easy: just click on the "Manage Shop" > "Products" > "Add New Product". Choose the price and deal price (if you want), and add an accurate picture, category and description. Don't forget to add how long it takes to ship it in the description. We expect these details to match the product you are selling.
5. When a sale is made, you will see it in your Vendor dashboard in the "Reports" tab. You can also opt to receive an e-mail with all the



information. Keep in mind the website retains 16% of all sales revenue as platform administration fee. You also need a PayPal account and a minimum threshold of 100 NIS to withdraw the money.

6. As a vendor, it's your responsibility to deliver the product to the customer once the payment is done, so please make sure to include shipping cost in the price and send it in a timely manner.
7. Please communicate with the buyer should any problems arise in the delivery like miscalculated stock, post office delays, and everything else. Remember: Once a sale is concluded, you must fulfil it or communicate any problems with the buyer.

We realise sometimes people over-react and are inclined to hurt vendors by exaggerating claims or, sometimes, even forging them. However, if a vendor gets 5 claims of abuse within a month and, after investigating, we find out they are true, the store may be suspended for 2 weeks. If the problem persists afterwards, the vendor may be banned from the website indefinitely and the funds returned to the relevant buyers.

NOTE: This does not mean just a negative review, rather it's a direct user report to our e-mail, which will open an investigation.



**If you are a BUYER:**

1. Before buying anything, check if the product matches the description and your needs. If you have any questions, ask the vendor through his store e-mail.
2. Since Israel Holistics is fairly new, chances are the sellers still don't have many reviews so don't fret over it so much and give them a fair chance.
3. If you have any problems with the seller, please contact them first and try to solve it. It could be the post office is has problems or that he actually mentioned he needs more time to ship your product. If you explain the problem, chances are the vendor will be happy to solve it together with you.

We take buyer protection very seriously, so if you feel like you've been cheated in some way, don't hesitate to contact us if the product you bought over the website either came defective, not as described, past expiry date, or didn't have the intended effect it promised.

Send us a picture for analysis and keep in mind we may even request the product shipped to us as part of our investigation.

Israel Holistics DOES NOT accept claims for products that were purchased by mistake, used improperly, that broke through misuse, or that the buyer didn't like it or anything like that. Overpricing products is also not forbidden provided all the information is shown in the description.



If we find out that a buyer has been shown to be intent on hurting vendors by buying and forging claims, he may be indefinitely banned from the website and the purchase money not returned.

Israel Holistics does not endorse the use of any product in its website. We waive any legal liability and responsibility for the transactions fulfilled herein. We do however try to be as fair as possible, and reserve the right to help the offended parties to seek justice.

For more information, please check our [Terms and Conditions page](#).