

Ecstatic Sunshine's – User Guide

Ecstatic Sunshine 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 common sense, fairly easy, and hopefully, we will be happy using the website. :-)

Ecstatic Sunshine's User Guidelines:

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

To ensure everyone enjoys Ecstatic Sunshine, 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 prohibited except through formal listings or store creation.

4. We reserve the right to delete comments at our discretion and block repeat offenders. We will remove content that is fraudulent, deceptive, abusive in any way, or misleading.
5. Ecstatic Sunshine 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 on the homepage by clicking on the Login / Register menu or the link: www.ecstaticsunshine.com/register, and send a simple e-mail to staff@ecstaticsunshine.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 customize your store on your profile page. Fill in accurate details such as an address, contact number, e-mail, and an excellent 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 "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 that the website retains 16% of all sales revenue as a platform administration fee. You also need a PayPal account and a minimum threshold of 100 USD to withdraw the money.
6. As a vendor, it's your responsibility to deliver the product to the customer once the payment is made, so please make sure to include the shipping cost in the price and send it promptly.
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 fulfill it or communicate any problems with the buyer.

We realize that sometimes people overreact and are inclined to hurt vendors by exaggerating claims or, sometimes, even forging them. However, if a vendor gets five claims of abuse within a month and, after investigating, we find out they are authentic, the store may be suspended for two weeks. If the problem persists afterward, 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; instead, 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 Ecstatic Sunshine is relatively new, the sellers still need to get more reviews, so don't fret over it so much and give them a fair chance.
3. If you need any help with the seller, please contact them first and try to solve them. It could be that the post office has issues or that he mentioned he needs more time to ship your product. If you explain the situation, 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 that we may even request the product shipped to us as part of our investigation.

Ecstatic Sunshine DOES NOT accept claims for products that were purchased by mistake, used improperly, that broke through misuse, or that the buyer didn't like or anything of the sort. Overpricing of products is also



allowed, provided all the information is shown in the description and the description is clear and authentic.

If we find out that a buyer intends to hurt vendors by buying and forging claims, he may be indefinitely banned from the website and the purchase money not returned.

Ecstatic Sunshine does not endorse the use of any product on its website. We waive any legal liability and responsibility for the transactions fulfilled herein. However, we try to be as fair as possible and reserve the right to help the offended parties seek justice in court.

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