

Dear members,

Since the very beginning, the Delcampe team has always tried to give the website a human face. Helping members, improving the website and keeping a friendly atmosphere is what we have been doing to achieve this goal.

Today, five years later, we are proud to see that more than 100.000 members have joined the Delcampe community. However, because this number is very likely to keep on growing, being faithful to our task will become more difficult.

Therefore, in order to preserve the Delcampe spirit and also to maintain an average of 99,1% of successful transaction, we have decided to write this little guide.

Prevention is better than cure.

Too many times, we have had to settle disagreements which could have been avoided very easily. Consequently, if you are a new member or if you think your transactions could take an unexpected turn, we strongly advise you to read what follows. You will find in this text, summarizing a typical transaction in a few steps, valuable information and tips directly drawn from our own experience. Let yourself be inspired...

The ideal transaction.

First of all, we would like to draw your attention on the fact that the Delcampe community is composed of collectors coming from all around the world. As in the real world, we all have nationalities, cultures, religions, educations or simply points of view which make us different. Being part of an international community is very interesting; It broadens the range of collecting possibilities, we learn more about people living on the other side of the world and we understand them better. Because here on Delcampe we all have something in common, our interest for collectable items, it becomes a lot easier and very interesting to cross frontiers.

Unfortunately, on the other side of the coin, being different can sometimes lead to misunderstandings mainly due to communication problems. Therefore, even though we all share passions, keep in mind that we might not have the same way of looking at things.

Now let's go through the main steps of the ideal transaction:

1. Before bidding

a) Learn more about a seller

You have just found an item and you would love it to be yours. But what do you know about this seller? Here is a list of some questions you can ask yourself:

- **Does the seller speak the same language?** Watch out for misunderstandings! The way you express yourself, especially in a foreign language, can sometimes be misinterpreted. Even members who can make themselves understood sometimes seem to be impolite or even rude.

- **Where does your seller live?** Knowing where he/she lives will help you get an idea of what the delivery fees will be and what payment method you will be using.

- **What is your seller's activity on Delcampe?** Reading your seller's feedbacks is by far the best resource to have when you are about to buy something. Thanks to feedbacks, you will learn everything you need to know about your seller. Try being objective when reading them and avoid making the same mistakes previous buyers made. Be very careful with sellers who do not have feedbacks yet or only a few, especially if a considerable amount of money is at stake.

b) How to interpret feedbacks?

For each transaction taking place on Delcampe, a buyer and a seller leave a feedback and a comment to each other. Feedbacks are not always positive but having a negative one does not always mean you are guilty.

- **Perfection does not exist in this world:** Many members want to have only positive feedbacks and see 100% next to their nickname. But the more a member buys or sells, the more he will be likely to make another member unhappy, even if he meant well. This is the case when for instance there is a postal loss or deterioration. Therefore, try having an objective look on feedbacks. Always read comments and read what is the feedback given in return. Check the proportion of negative feedbacks compared to the positive ones. In one word, you need to compare.

- **Why leave a negative feedback?:** For each negative feedback, there is a comment and for each comment, there is the possibility to answer. Learn to compare points of view. Examine each feedback in its context and learn how not to make the same mistakes.

- **Too many negative feedbacks?** If, after examining a member's feedbacks, you come to the objective conclusion that he or she has received too many negative ones, please warn us.

c) Read carefully the conditions of sale

Before placing a bid, you need to read carefully what are the seller's conditions of sale. Indeed, by placing a bid, you agree to all the conditions of the seller. Therefore, if something remains unclear or if you would like to change something, ask the seller if an agreement can be found before placing your bid. All the sellers have to give as much details as possible in their conditions of sale. Here are a few things which need to be clear before bidding:

- **The item condition:** ask for a complete description of the item, especially if some flaws cannot be seen on the picture.

- **The price:** When a bid is placed on an item, both the seller and the buyer agree with the price. No change can be done to the price, unless agreed to by both parties. This is why asking about the condition of an item is so important

- **Delivery fees:** Same as for the price. No unilateral modification will be allowed.

- **Payment and delivery methods:** Paying and sending items is not 100% sure. According to the money or the value of the item, choose the appropriate payment and delivery method. Find a compromise between price, security and rapidity.

- **Delays:** Some members are very active while some just come and visit the website once in a while. If you did not get the chance to ask how long you would wait before payment or delivery, do not forget you can easily see when a member visited the website the last time. This will help you to have an idea of how often a member comes and visits us. Members who are away for a long time sometimes leave a message on the personal page or simply set their status to 'away'.

d) Modifications and final agreement

You have modified the conditions of sale? You and your seller/buyer have found an agreement? If there is any modification of the original conditions, make sure to keep proof that there has been a mutual agreement. Use, for instance, the Delcampe message form*.

* All the messages you have received or kept are in « My Delcampe > My Messages ».

2. Auction is over ...

a) Buyer does not pay?

Any buyer placing a bid on an item commits himself to paying the item. The buyer cannot disagree with the conditions of sale when the sale is over. Never send an item before receiving payment!

b) Item not sent ?

Once the item is paid, the seller has to send it as soon as possible. Never send the money to a seller before receiving a confirmation from him!

c) Item does not match with description?

If the email does not match with the description, the seller has the obligation to refund the item, if no other agreement can be found.

d) Payment, item not received?

This sometimes happen when cash or items are sent by regular mail.

- We strongly advise you against sending cash by regular mail.
- If a buyer does not want the item to be sent by registered post against the seller's advice, he becomes automatically responsible for a postage loss.
- In case of a postage loss, especially if the item has been sent by registered post, the seller has the right to ask for compensation from the post office.

e) No answer?

Note that some members sometimes have spam filters preventing them from receiving emails from Delcampe members. In this case, always use the Delcampe message form in order to reach them.

Never send money or items if you cannot get any answer from a member!

- **Wait at least a week** after the sale is over before expecting an answer from your seller or buyer.

- **You have three months to conclude a transaction.** After the three-month delay, the sales are automatically archived and it becomes impossible for the seller to report the item as unpaid in order not to pay commission fees.

- **Before canceling a sale**, as a seller, you must send a message or email to your buyer to let him know that you have waited long enough. Ask your buyer to contact you before a certain date or you will have to cancel the sale.

f) Communicating

A good communication is the key to the ideal transaction. If any problem occurs, a solution can always be found very easily when there is no communication problem. The Delcampe community is made up of honest and friendly collectors. But even though you are sharing the same passion, we sometimes have different points of view. Being stubborn will never solve anything. Solutions can only be found through communication, and communicating means speaking and, most important of all, listening.

‘Hello’ and ‘thank you’ are words that help to keep a healthy communication. Similarly, the phonetic spelling, the imperative form, capital letters or exclamation and question marks often irritate readers.

g) Modify a feedback

You have left a feedback a bit too soon and you would like to change it? You can do it. Just keep in mind that leaving a feedback is the very last thing to do when a transaction is over. Leaving a negative feedback before trying to communicate would make the problem virtually unsolvable.

Thank you for your attention. Do not hesitate to contact us or to read our help section if you need further information. We hope you will enjoy being a member of our community.

Your Delcampe team.