

Policies and Agreements

The products you offer for sale on JTC must comply with your seller agreement, including all applicable JTC policies, and all applicable laws and regulations. Before listing products, make sure that you understand all your responsibilities as a seller.

Prohibited seller activities and listing restrictions

To sell on JTC, you may not engage in any of the activities described in our policy on Prohibited Seller Activities and Actions. You also may not list products that:

- Violate our Restricted Products Policy
- Violate any applicable domestic or international laws
- Violate a third party's intellectual property rights
- Violate any other JTC policies, including those described under the following:
 - Offensive and Controversial Products

Policy violations

When we identify a violation of our policies, we take appropriate action, which may include suspending or terminating JTC privileges.

Seller Agreement and Related Policies

Make sure to read and understand all applicable JTC agreements and policies for the marketplaces in which you sell and/or buy, as marketplaces may have unique policies and agreements. Following are the selling agreement and a number of additional related policies for selling on JTC.

- Selling Policies
- Condition Guidelines

Maintaining a trusted marketplace for buyers and sellers is our top priority. We are constantly innovating on behalf of our customers to improve the services we offer and the ways we monitor our marketplace. When we identify a violation of our policies, we take appropriate action, which may include suspending or removing your selling privileges.

Selling Policies and Seller Code of Conduct

All sellers are expected to adhere to the following policies when listing products on JTC. Seller offenses and prohibited content can result in suspension of your JTC account.

Seller code of conduct

This policy requires that sellers act fairly and honestly on JTC to ensure a safe buying and selling experience.

All sellers must:

Provide accurate information to JTC and our customers at all times

Act fairly and not misuse JTC features or services

Not attempt to damage or abuse another Seller, their listings or ratings

Not attempt to influence customers' ratings, feedback, and reviews

Not send unsolicited or inappropriate communications

Not contact customers except through Buyer-Seller Messaging

Not attempt to circumvent the JTC sales process

Violating the Code of Conduct or any other JTC policies may result in actions against your account, such as cancellation of listings, suspension or forfeiture of payments, and removal of selling privileges. More details about these policies are below.

Accurate Information

You must provide accurate information to JTC and our customers, and update the information if it changes. For example, this means that you must use a business name that accurately identifies your business and list your products in the correct category.

Acting Fairly

You must act fairly and lawfully and may not misuse any service provided by JTC. Examples of unfair activities include:

Providing misleading or inappropriate information to JTC or our customers, such as by creating multiple detail pages for the same product or posting offensive product images

Manipulating sales rank (such as by accepting fake orders or orders that you have paid for) or making claims about sales rank in product titles or descriptions

Attempting to increase the price of a product after an order is confirmed

Artificially inflating web traffic (using bots or paying for clicks, for example)

Attempting to damage another Seller, their listings or ratings

Allowing other people to act on your behalf in a way that violates JTC policies or your agreement with JTC

Ratings, Feedback, and Reviews

You may not attempt to influence or inflate customers' ratings, feedback, and reviews. You may request feedback and reviews from your own customers in a neutral manner, but may not:

Pay for or offer an incentive (such as coupons or free products) in exchange for providing or removing feedback or reviews

Ask customers to write only positive reviews or ask them to remove or change a review

Solicit reviews only from customers who had a positive experience

Review your own products or a competitors' products

Communications

You may not send unsolicited or inappropriate messages. All communications to customers must be sent through Buyer-Seller Messaging and be necessary for fulfilling the order or providing customer services. Marketing communications are prohibited.

Customer Information

If you receive customer information such as addresses or phone numbers to fulfill orders, you may use that information only to fulfill orders and must delete it after the order has been processed. You may not use customer information to contact customers (except through Buyer-Seller Messaging) or share it with any third-party.

Circumventing the Sales Process

You may not attempt to circumvent the JTC sales process or divert JTC customers to another website. This means that you may not provide links or messages that prompt users to visit any external website or complete a transaction elsewhere.

Restricted Products / Jewelry & Precious Gems

Customers trust that they can always buy with confidence on JTC. Products offered for sale on JTC must comply with all laws and regulations and with JTC policies. The sale of illegal, unsafe, or other restricted products listed on these pages, including products available only by prescription, is strictly prohibited.

If you supply goods on JTC, we encourage you to consult with your legal counsel if you have questions about the laws and regulations concerning your products. Even where a product is listed as an "Example of Permitted Listings," all products and listings must also comply with applicable laws. In addition, any links provided are for informational purposes only, and JTC does not warrant the accuracy of any information provided in these links.

If you supply a product in violation of the law or any of JTC policies, we will take corrective actions, as appropriate, including but not limited to immediately suspending or terminating selling privileges, terminating the business relationship, and permanent withholding of payments. The sale of illegal or unsafe products can also lead to legal action, including civil and criminal penalties.

We are constantly innovating on behalf of our customers and working with regulators, third party experts, vendors, and sellers to improve the ways we detect and prevent illegal and unsafe products from reaching our marketplace. JTC encourages you to report listings that violate JTC policies or applicable law by contacting us. We will investigate each report thoroughly and take appropriate action.

Additional related policies

Certain categories require you to obtain pre-approval from JTC before listing in those categories.

Certain categories require you to provide additional information and/or a supplemental guarantee before listing in those categories.

If you wish to list items for international purchase, you are responsible for conducting proper research to ensure that the items listed comply with all applicable laws and regulations.

Offensive and Controversial Materials

Important: If you supply products for sale on JTC, you must comply with all federal, state, and local laws and JTC policies applicable to those products and product listings.

We exercise judgment in allowing or prohibiting listings and we keep our global community of customers and cultural differences and sensitivities in mind when reviewing and making a decision on products.

Listings for items that JTC deems offensive are prohibited on JewlersTradeCenter.com. JTC reserves the right to determine the appropriateness of listings on its site, and remove any listing at any time. If you supply a product in violation of our offensive, we will take corrective actions, as appropriate, including but not limited to immediately suspending or terminating seller privileges, terminating the business relationship, and permanent withholding of payments (as applicable).

Examples of Products We Prohibit

Violence, Intolerance, and Hate

Products that contain violent or offensive material that has no historical significance. JTC reserves the right to make a determination on the historical value of the item.

Products that promote, incite, or glorify hate or violence towards any person or group. This includes products that contain violent or offensive material that has no historical significance. JTC reserves the right to make a determination on the historical value of the item.

Products that promote or glorify suicide

Products related to terrorist organizations

Products that promote or glorify people that have been found guilty of violent or sexual crimes.

Intolerance

Products that promote intolerance based on race, religion, and sexual orientation.

Products that contain racially derogatory language

Human Tragedies and Disasters

Products related to human tragedies and natural disasters

Child Abuse and Exploitation

Products that depict child abuse/exploitation

Products intended for use by children that contains adult content, profanity and/or sexual references

Products depicting children or characters resembling children in a sexually suggestive manner

Products marketed to or targeted at kids or teenagers that are age-inappropriate

Condition Guidelines

Assigning the correct condition to each product you list on JTC is the first step toward providing a great customer experience. It is important to make a careful assessment of your product before specifying its condition.

General condition guidelines

The following guidelines apply to all product categories unless otherwise indicated in the Category-Specific Condition Guidelines:

New:

Just like it sounds. A brand-new item. Original manufacturer's warranty, if any, still applies, with warranty details included in the listing comments. Original packaging is present for most New items but certain items may be re-boxed.

Renewed:

A pre-owned product that was inspected and tested to work and look like new by an JTC-qualified supplier (a seller or vendor) or by JTC. The product has minimal to no signs of wear and no visible cosmetic imperfections when held 12 inches away. The product comes with a warranty giving you a replacement or refund within 90 days of purchase if the product does not work as expected. A selection of products are eligible for the JTC Renewed Guarantee. Any exceptions to this condition description will be mentioned on the product detail page.

Used - Like New or Open Box:

Original protective wrapping may be missing, but the original packaging is intact and in good condition with minor damage possible. Instructions are included.

Used - Very Good:

A well-cared-for item that has seen limited use and remains in good working condition. The item may show some limited signs of wear with small scratches or cosmetic blemishes. Item may arrive with damaged packaging or be repackaged and could be missing some accessories. Missing accessories are clearly defined for each item.

Used - Good:

The item shows wear from consistent use, but it remains in good condition and functions properly. Item may arrive with damaged packaging or be repackaged. It may be marked, have identifying markings on it, or have minor cosmetic damage. It may also be missing some parts or accessories or an instruction manual.

Used - Acceptable:

The item is fairly worn but continues to function properly. Item may arrive with damaged packaging or be repackaged. Signs of wear can include aesthetic issues such as scratches, dents, and worn corners. The item may have identifying markings on it or show other signs of previous use. Item may be missing some parts or accessories.

Unacceptable and prohibited items

Items in any of the following conditions are unacceptable for listing on JTC:

- Item is not clean, including heavy staining, or corrosion.
- Item is damaged in a way that renders it difficult to use.
- Item requires repair or service.
- Item was not created by the original manufacturer or copyright holder. This includes copies, counterfeits, replicas, and imitations.
- Item is prohibited for sale on JTC.

Category-specific condition guidelines

The following category-specific condition guidelines should be used as indicated in addition to or in place of the general condition guidelines.

Watches

- **Used - Like New:** Item will come in pristine, original packaging. No cosmetic damages are present. All parts and accessories are present and item is functioning.
- **Used – Very Good:** Item may be repackaged. Packaging may have slight cosmetic damage. Glass housing or wrist strap may have scratches that are less than 4". Parts and accessories are present and item is functioning.
- **Used – Good:** Item may be repackaged. Packaging may have slight cosmetic damage. Glass housing or wrist strap may have scratches that are less than 10". Some parts and accessories are missing but item is functioning.

To ensure that customers are able to buy with confidence from all sellers on JTC, sellers must be pre-approved to sell products in the Watches category.