



User Guide

Quality Control &
Packing Guidelines



Quality Control for Shopiago Trade-in

All items must meet the following criteria to be accepted and for payment to be made.

Acceptance Criteria

- Items must only be books or digital discs (which are either CDs, DVDs or video games (but not PC games)).
- Ensure to remove all personal data from all items before sending them to us other than personal data contained in or on the item at the time of manufacture or first release.
- Items must be original items and not counterfeit, fake, imitation, pirated, ripped, digitally copied, or other non-original items.
- Items must not be (nor contain any) illegal, unlawful, fraudulent, stolen, pornographic, obscene, defamatory, libellous, hazardous, inflammatory, dangerous, or toxic material.
- The original barcode and ISBN numbers on the items exactly match those in your trade.
- Items must be identical to the items you specify when you submit your trade, and they must match any indicated covers, sleeves, and other notes and instructions.
- Items must be free of any and all security tags or any other extraneous addition that may prevent the item from being sold on.
- All items must be in good condition, intact, and free from damage (including being free from mould, water damage, other liquid damage, and any, annotation, writing, stamps, answers, handwritten inscriptions, or third-party markings, and each item must contain all original inclusions and supplements such as discs, covers, dust jackets and gifts, which must also be in good condition). You can find further information in our [condition guidelines](#).

Acceptance Criteria

- **CDs, DVDs and video games**, each item must also be free from scratching, play perfectly and include all cases, covers, sleeve notes and instructions which must not be damaged or defaced in any way, and box sets, and multiple disc sets must contain all of the original, complete and intact discs and paperwork.
- For **books**, each item must also have no missing or discoloured pages, be free from notations and any highlighting, be free from age-related spots, tears, creasing and browning, and contain a clear, undamaged ISBN number (which is a 9, 10 or 13 digit number unique to each book that usually appears underneath the barcode) that matches the book and edition you indicated when placing your trade.

Rejection of items and cancellation of trade

- The items do not fully meet any of the criteria set out.
- We suspect or know the producer or original owner has restricted the item's resale (this may include, but not limited to, ex-rental copies).
- We do not receive the item within **30 days** of you submitting your trade (and/or the items are incorrectly sent to us)
- One or more of the items was listed at an incorrect price due to a typographical error (or an error in the pricing information stated by us).
- You or another related end user (by related we mean a user working or representing the same legal entity you do) breach or have previously breached any of these terms and where the breach is remediable, we have given you a reasonable opportunity to remedy the breach and you have not done so. Where this is the case, we reserve the right to cancel any outstanding trades and we may not return items.

Packaging Guidelines

- **Weight limits:** Ensure that your package complies with the weight requirements and limits as set out in our training guides.
- **Pallet collections:** We or our courier will contact you after you submit your trade to confirm the estimated time and date to pick the items up from you at your nominated address, considering any date you have selected when submitting your trade.
- Ensure that all items are appropriately packaged and secured properly, with no openings.
- **16kg Maximum weight per package:** Each package of items is subject to a maximum weight of 16kg. This means that you must not send us a single package that weighs more than 16kg. If your items weigh more than 16kg, you must split the items across two packages. This is to ensure that we comply with health and safety laws.
- **Ensure that all parts of one trade are sent at the same time.** Should we receive only part of your trade, we will cancel items that have not been received, and process the items we have received. We will not be accountable for incomplete trades. You might be paid a reduced amount reflecting any additional postage costs incurred by us for a trade not meeting our minimum volume.
- Where you have **multiple trades**, you must not put items from different trades into the same box. We reserve the right to reject any items from either trade if they have been packed into the same box. This is because it is difficult for us to track and process trades mixed in one box and it may cause us delays in processing your trade.