

## Log In

1. Create an account
2. Go to csisneotimes.com → Community → Sprout Market (csis.neotimes/sprouter-market-about)
3. Access the Sprouter Market page with the provided code (can be found in ???).

## Important Points:

1. The Sprouter Market is currently only for SECONDARY SCHOOL students and parents. We intend to extend the service to Elementary school in the near future.
2. We promote face to face exchanges over online transactions. Neotimes is not responsible for any monetary issues that occur during transactions.
3. Textbooks MUST be approved by the Administration Office before they are posted.
  - a. Bring your textbooks for a stamp
4. Posts containing inappropriate contents or language will be censored and deleted by our management team.
  - a. Our team will notify you through email if a post is deleted.
  - b. Perpetuation (three or more repetitions) of these violations may result in a permanent account suspension.

## For Sellers:

1. Click "Create New Post"
2. Choose a category (Uniform/Textbook/Student-Made Items)
3. Complete the post with all the post requirements (below)
4. Post your entry
5. If someone contacts you, meet up for the exchange or use the postal system.
6. After the exchange is complete, please delete your post.

## For Buyers:

1. Look for an item of your choice in the right category (Uniform/Textbook/Student-Made Items)
2. If you see a post you like, contact the seller using the contact they provide

## Post Requirements:

1. Name/Title
2. Grade
3. Photo of Item
4. Cost
5. Contact: email, Kakao ID, Instagram ID
  - a. Only CSIS students, parents, and teachers are given an access code for the platform
6. Student-Made Items: explanation of the product
7. Uniforms: size, length of usage
8. Textbooks: length of usage

## FAQ

### 1. **Can products be refunded?**

- a. Check if the product can be refunded on the post of your item before the purchase.
- b. Sellers **could** deny refund even if they marked refund available if:
  - i. The product was used/altered after purchase
  - ii. 1 week has passed after the exchange
- c. Buyers could demand a refund even if the seller marked refund unavailable if:
  - i. The product does not match the descriptions on the post
  - ii. The product does not fulfill the criteria mentioned
    1. *Uniforms*: currently used; available on ELLE
    2. *Textbooks*: will be used the next school year
- d. If the seller refuses to give a refund despite the availability on the post, please contact [csis.neotimes@gmail.com](mailto:csis.neotimes@gmail.com)

### 2. **Can I report posts that I find inappropriate?**

- a. Yes, please report any post that does not adhere to the requirements of this manual.
- b. You can report posts by clicking the three dots on the post and clicking the "Report Post" button.

### 3. **What should I do about errors or questions?**

- a. If you have any questions first check the Manual. If the answer is not on the manual Please send a message to Neotimes on Members Chat on the bottom-right or email us at [csis.neotimes@gmail.com](mailto:csis.neotimes@gmail.com)
- b. If you find any errors while using the website please send a message to Neotimes on Members Chat on the bottom-right or email us at [csis.neotimes@gmail.com](mailto:csis.neotimes@gmail.com)

### 4. **How/where can I get the product(s)?**

- a. The buyer and seller should communicate with each other through members' chat and decide by yourselves.