



MARKETPLACE VALUES

At Catch.com.au, we are very proud of the reputation and values we have built over the last 10 years with our millions of customers, and we are committed to delivering the same experience on the Catch Marketplace.

Furthermore, we want our valued sellers to enjoy success and achieve as many sales as possible. We believe that in order for both Catch.com.au and you, the seller, to get the most out of the marketplace, it is necessary for sellers to adhere to the Catch Values.

Please note you are still required to comply with our [Participation Agreement](#)

QUALITY PRODUCTS & PRODUCT LISTINGS



It goes without saying that customers expect quality and we do too. Your products should be safe, durable, and comply with all relevant product compliance and safety standards.

All product listings should contain all the information necessary to ensure consumers can make an informed decision, and enjoy all the benefits of your products. The better and more complete the information, the more you will sell, and the happier the customers.

This includes basic information such as, where applicable, technical specifications, sizing, weight, dimensions. You also need to ensure you comply with any mandatory advertising codes or standards that apply to your products or industry.

To ensure your products meet acceptable standards, please follow the **Content & Image Guide** provided.

VALUE FOR MONEY



In order to get the best results on an online marketplace, it is important that you are offering great value to our customers. Indeed, it is something Catch.com.au is already known for, and our database of value-hungry shoppers come from all over Australia for some of Australia's best deals.

To assist you get the best results, we recommend our sellers always provide and show value to customers with competitive and market leading offers. We hand-pick the best deals to feature in main events and sales pages alongside our own.

Equally so, if your sales performance shows that product offers are just not attractive to our customers, we may remove those products to give other sellers a chance.

FULFILLMENT & CUSTOMER SERVICE



In order to maintain a high seller rating, and ensure our customers have the best possible experience, it is imperative that you, our valued sellers, provide prompt and clear responses to customer service queries. You should respond to any questions or queries within a minimum of 2 business days.

If a customer is unsatisfied with a complaint they have made about a product or service, they can escalate it to our dispute resolutions team.

In addition, it is imperative to ensure that you dispatch orders as soon as possible and within the advertised time frame, and provide the tracking numbers back to us immediately, so we can contact customers and facilitate their tracking of the orders.