LESS_app FAQ

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Administrator account in app: LESS_Official e-mail: contact@less.today
Types of accounts

What types of accounts are there in LESS?

There are 2 types of accounts:

• a standard account
• a verified account

How are the accounts marked in the application?

Standard account – there is no label
Verified account – the relevant symbol appears next to the profile photo 🌟

Verified account 🌟

What is a verified account for 🌟?

A verified account is used for:

• official confirmation of user's identity. This can increase the level of such user's credibility. That way, we indicate that such account is an authentic account that belongs to a real public figure, influencer, celebrity, global brand or organization.

Getting a verified account is voluntary.

How can I get a verified account 🌟?

A verified account can be obtained through voluntary, official verification of your identity by an Administrator. First, enter your actual data (name, surname and date of birth) in Settings ➔ Profile settings. Then, optionally send and attach two files in Settings ➔ Verified account:

• First photo – one page of a document that contains your: name, surname, date of birth (other data should be covered or blurred – we do not need them), or an official corporate document with the company registration details and a corporate seal (the remaining data should be covered or blurred – we do not need them)
• Second photo – a photo showing your face and the front of the document referred to above (only with the data indicated above)

Submitting a request for verification does not guarantee that the account will be verified, even if it meets the above criteria.

LESS never requires payment for verification or never sends any message asking for confirmation of the verification.
What should be the characteristics of the files sent for verification?

Files sent during the verification process should meet the following requirements:

- **Up-to-date**: the documents should be up-to-date and allow for comparison with your profile photo in LESS and with the data provided by you in Profile settings
- **Authentic**: documents must be authentic and may not have any signs of graphic and manual processing indicative of falsification
- **Complete**: documents must contain complete information that allows us to compare the data contained therein with the information provided by you in the Profile settings
- **Readable**: photos of documents must be clear and legible so that we can verify them

What happens to the photos I send during verification?

These photos will only be used to verify your account and will be deleted immediately (within 72 hours), regardless of the result of verification. Remember that you send us the photos voluntarily and you thereby consent to the processing of data published on them only for the purposes of verifying your account.

Please read our Privacy Policy to know more about the principles of personal data processing and about your rights related thereto.

What requirements should I meet to apply for a verified account?

When assessing an account in LESS, we look at many factors in order to decide whether an account meets the criteria for getting the status of a verified account.

The account must comply with the LESS Regulations as well as it must be:

- **Authentic**: the account must represent a real person or a registered business or organization.
- **Unique**: the account must be the only one belonging to a private person or a person who represents a given company. You can only verify a single account per person or per company, with possible exceptions for accounts in different languages. We do not verify any accounts representing a common interest (for example: @cutebunnies).
- **Complete**: The account must be public and contain an 'about me' section, a profile picture, first name, surname, date of birth and at least one post. A profile may not contain 'add me' links to other social media.

Remember that if you provide us with false or misleading information in the verification process, we will remove the label confirming that your account is verified and we may take further steps to delete your account.

How can I know that my account has been positively verified?

Your photos must go through verification process by an Administrator. In Settings - Verified account, you will also find a status telling you the current verification stage. The following statuses exist:

- in verification
- verified positively
- rejected

You will also receive a confirmation of positive verification of the account in the form of a notification in the application, and a corresponding symbol of a verified account will appear next to your profile photo.

After a positive verification of the account, you will not be able to change your name and date of birth in the Profile settings on your own. To change said data again, contact the Administrator.
Can I send another request for a verified account if the first application is rejected?

Yes. If your application is rejected, this means that it did not meet the required criteria. Before re-sending the application for a verified account, please make sure that it meets our requirements.

Can the Administrator delete your verified account mark?

Yes. The administrator may delete the verified account status at any time. This can happen in the following cases:

- if you advertise the mark confirming the verification or transfer or sell it
- if you use your profile photo or the ‘about me’ section or account name to promote other services
- if you try to verify your account through a third party
- if it turns out that the data provided during verification were false

Are there other ways to inform users that my identity is authentic?

Yes. If your account does not have the verified account status, there are other ways to inform users that your identity is authentic. You can create an account in LESS using your Facebook account and use the same username.

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**Account privacy**

How can I protect my privacy in the application?

In *Settings > Privacy Settings*, every user has two types of privacy settings to choose from:

- Public Account
- Private account

What information about me can other users see?

Each user always sees the following information about you:

- your profile picture
- your username (nickname)
- description of your account (‘about me’)
- verified account mark (if you have one)
- your list of followers and followed accounts

What information can I fill in the *Settings* section?

You can complete your data in *Settings > Profile settings* as follows:

- Public profile data (username, 'about me')
- Delivery data (name and surname, city, street, postal code, phone number, bank account number)
- Private profile data, visible only to you (gender, date of birth, e-mail)
What properties does a private account have?

By setting your account as private, all your posts are visible only to people who are following you. Other users may not follow your profile without permission – they must send you an invitation. Only when you agree to be observed, other users will see your posts. Your posts are also not visible on the Home Screen (so-called wall) for other users.

In addition, during an auction, other users cannot see your username, it is hidden (e.g. a......k).

What other additional protection options does the application give you?

When adding a new shopping post, you can check that the price of your item is not visible to other users. Only you will see the price of this item in your profile. By default, when adding a new shopping post, the public visibility of the item price is set as default.

Who sees my auctions when I have a private account set up?

If you have a private account set up, then your listings will only be seen by people who are following your profile.

Where can I find requests for my private account to be followed?

If you have a private account set up, you can find all the requests to follow your account on your profile, by clicking on the list of followers. If you have active requests to be followed, there will be a corresponding tab with a list of all requests from other users.

In addition, you will receive an appropriate notification each time a request for your account to be followed is sent by another user.
My Profile

Where can I find a view of my profile?

Your profile is located in the last tab of the bottom menu.

What features and information can I find in my profile?

Transactions (Statistical data about all of your transactions)

Your profile picture (by clicking on the photo, you can change or delete it)

Verified account label

Your username

Description of your account “about me”

the number of people who follow your profile

the number of people you follow

Your shopping posts

a button to change the way posts are displayed

Your sales posts

Your Wishlist

What posts can I find in the first Purchased tab?

This tab contains:
- all items bought by you directly in LESS_
- all items bought outside LESS_ and added manually by you
What posts can I find in the second *For Sale* tab?

This tab contains:
- all items that you currently have for sale in LESS
- all items that have already been sold by you in LESS (greyed-out posts)
- all items that you did not sell in LESS (greyed-out posts)

Why are some of the posts in the *For Sale* tab greyed-out?

In the *For Sale* tab, the following types of posts are marked grey:
- all items that you have sold in LESS
- all items that you have not sold in LESS

What posts can I find in the third tab, i.e. Wishlist?

This tab contains all items that you have marked with a star ⭐

### Another user’s profile

What information can you see in another user's profile?

What information do others see in your profile?

In another user's profile (*public account*), you can see the following information:
- profile picture
- username
- account description ‘about me’
- the number of people who follow this profile
- the number of people who are followed by this profile
- a button for sending a private message
- a button used to start / finish watching this profile
- a bookmark with shopping carts
- a bookmark with sales posts (only items currently displayed for sale are visible)

In another user's profile (*private account*), you only see the following information:
- profile avatar
- username
- account description ‘about me’
- the number of people who follow this profile
- the number of people who are followed by this profile
- a button for sending a private message
- a button to send an invitation to this profile
- a button to stop observing this profile
(all posts in case of a private account are not visible to other users)

### Adding photos

What proportions do all the photos in the application have?

All photos in the application have a 1:1 square ratio
Can I crop a photo to the square 1:1 ratio in the application?

Yes. The application has a built-in function to crop each photo to a 1:1 ratio. You can zoom in, zoom out and crop the photo you want to add.

Type of posts

What types of posts can I add in the application?

You can add 2 types of posts:

- shopping posts
- sales posts (marked in the 'Item for sale' application)

What are the differences between shopping posts and sales posts?

Shopping posts are used to register all purchases made in LESS and outside it. After a shopping post is added, it will appear on the Home Screen ('wall') and in your profile in the Shopping tab. This post will be visible to all other users (if you have a public account).

Selling posts are used to put items for sale in LESS. After a sales post is added, it will appear on the Home Screen ('wall') and in the Sales tab in your profile. This post will be visible to all other users (if you have a public account).

What statuses do shopping and sales posts have?

The posts in the application have the following statuses:

- shopping posts:
  a) 'Bought'
  b) 'Bought in Less'
How can I recognize **shopping post** and **sales post**?

All items for sale (sales posts) are marked in the upper part of the main photo with the purple label ‘This item is for sale’. All other posts without a Purple label are shopping posts – informing you that an item has been purchased by individual user.

**Adding posts**

**How can I add a **shopping post**?**

You can add a new shopping post in several ways:

- click the ‘+’ button in the bottom menu bar and then, select 'add a purchase'. Enter all necessary information and accept the post. After adding a shopping post, it will appear in your profile in the **Purchased** tab.

- if you make a new item purchase directly in LESS, you can also add this purchase to your profile to control the amount of items in your virtual closet. After 7 days of making a purchase directly in the application, you will receive an appropriate notification informing you about the possibility of adding the purchased item to your profile. By clicking on the notification, you will be taken directly to the post that pertains to the item you purchased. Under the main picture, you will find a message saying that you can add this purchase to your profile. Click 'Add', enter your own photos of the item and confirm the addition of a new purchase to your
Add to your profile only those items purchased in LESS that have already physically been delivered to you and after you checked their compliance with the description provided by the seller. If for any reason you intend to return the purchased item to the seller, do not add it to your profile.

- if you make a new purchase of the item directly in LESS, you can also add this purchase to your profile from the Transactions tab. Click on the item on the list with the 'Bought in LESS' status and then click the purple button 'Add to profile'. Enter your own photos of the item and confirm the addition of a new purchase to your virtual closet (the rest of the product information will automatically be filled in). The post will appear in your profile in the Purchased tab.
I bought an item directly in LESS. Will this item be automatically published and added to my profile (in the Purchased tab)?

No. Items bought directly in the LESS application are not automatically added to your profile (Purchased tab) and are not published on the Home screen 'wall'. This is to avoid unwanted situations. For example, if for any reason you want to return a purchased item to a seller, this shopping post should not be visible in the Purchased tab on your profile.

You always decide when you want to add an item to your virtual closet (see the previous FAQ section).

Wait, however, until the item you purchased physically reaches you. Check its compatibility with the seller's description. If the item meets your needs and you do not want to return it to the seller, you can add it to your profile (see previous FAQ section). Upload your photos of the purchased item, and the rest of the product information will be automatically filled in.

Additionally, within 7 days of making a purchase directly in the application, you will receive an appropriate notification informing you that you can add the purchased item to your profile in the Purchased tab (see previous FAQ section).

Why do I have to take my own photos of the item I bought to add to my virtual wardrobe? Why cannot I use the photos of the item that the seller uploaded?

Pictures always belong to their author. For legal reasons, you cannot use photos of the item taken by the seller without their permission. At the same time, your original photos published in LESS may not be used by other users without your consent.

How can I add a sales post?

You can add a new shopping post in several ways:

- by clicking '+' in the bottom menu bar and selecting 'sell new item'. Complete all necessary information and accept the post. After a sales post is added, it will appear in your profile in the For sale tab and in the Transaction history.

- within each post, you can quickly put up a similar item for sale by selecting the option in the post (three dots) and choosing from the list: 'sell similar item'. All photos and descriptions will be automatically copied to the new sales post.
• using your own profile (Purchased tab) you can quickly put up previously purchased items for sale. Go to the selected shopping post and click on the violet ‘Sell’ button under the photo. All photos and descriptions will be automatically copied to the new sales post.

What is the post marker and how is it set up?

You set the tag in the picture while adding a new post. By moving your finger over the photo, you are positioning the marker in the place where you want to mark the item. Then, below the photos, you fill the price and the currency of the object. Then, the data will appear in the tag in the photo.

The tag is used to:

• mark the item the post refers to on the photo,
• inform about the price and the currency of our item
• quickly obtain more information about the product. After a marker on the Home Screen is clicked, the so-called Product card is displayed. The Product Card may display certain information about the item, i.e.: brand, category, exact place of purchase, etc. (such information will appear in the Product Card if a user has completed it while adding a post).
What fields do I have to complete in a *shopping post*?

It is mandatory to complete the *product information* tab in a *shopping post*. In this tab, the following fields must be filled in:

- the category of the purchased item (e.g. footwear)
- product brand

Optional fields that can be completed in the *shopping post* include:

- description
- place of purchase (website or city, shop, shopping centre where the purchase was made)

What fields do I have to complete in a *sales post*?

It is obligatory to complete the following fields in a *sales post*:

- type of sale (auction, buy now, auction + buy now)
- offer duration
- minimum sale price and currency (it is always visible only to you)
- ‘buy now’ price and currency
- a tab with *Information about the product* (category of the object of sale, brand of the item, condition of the item)

Optional fields that can be completed in the *sales post* include:

- description

Are there any *Drop-down lists* facilitating the selection in the compulsory fields?

Yes. In most fields in the application, there are dynamic *drop-down* menus with a large database of names. Just enter the first letter of the name you are looking for in the field, and the application will dynamically suggest the correct name.

What can I do if there is no name I want to enter in the *drop-down lists*?

If this happens when you make purchases, you can always add your own name to the database. The administrator moderates your new name within a short time and your post will appear on the *Home Screen* and will be visible to all users.

If you face such a situation with a sales post, then you can always choose from the *drop-down list*, such as: *none, unknown, other, etc.*

How are the *Drop-down lists* helpful?

The application has a very large database of brands, shopping centres, online stores and brick and mortar shops from your area. Thanks to the *drop-down lists*, you can easily and quickly find a name from the database that will properly describe your object.

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**Deleting posts and comments**

Can I delete my post?

Yes. You can delete your post, save for one case. You cannot delete a sales post in which other users are already bidding.
Can I cancel my sales post?

Yes. You can cancel your sales post, but only if no users are bidding on it.

Can I delete my comment?

Yes. You can delete your own comment. Your comment may also be deleted by the Administrator for various reasons that violate the Regulations.

Can I delete another person's comment?

No. You cannot delete another person's comment (also under your own post). A post with comments that violate the rules of the Regulations can be reported to the Administrator by Reporting Abuse. Each comment can be removed by the Administrator for various reasons that violate the Regulations.

Post ID

What is post ID?

Each post has its own unique, 12-character ID. It allows you to identify each post and facilitates communication.

Where can I find post ID?

Each post ID is found by clicking on Post options (three dots) and then selecting 'Copy post ID'.
Sharing a post

What is Post Sharing?

Each post can be made available outside of LESS (e.g. on a different social networking site, in a private message, etc.). This allows other people to quickly find a specific post and facilitate communication.

Where can I find the post sharing function?

You can find the post sharing function by clicking on the Post options (three dots), and then selecting 'Share post'.

If I share a post with a person who does not have LESS installed, will they see this post?

If the person does not have LESS installed, then after clicking the shared link, the link will redirect them to a page from which they will be able to download the application and register. When the person clicks on the shared link again, they will be redirected to the correct post.

Reporting abuse

For what reasons can I report abuse?

Abuse can be reported to the Administrator in the following areas:
- copyright and trademarks
- personal rights
- hate speech
- religious discrimination
- morals
- others
Where can I report abuse in the application?

The option to report abuse can be found by each post by clicking on Options of this post (so-called 3 dots) and selecting Report Abuse.

Contact the Administrator of LESS_

How can I contact the Administrator?

You can contact the administrator in three ways:

- by writing a message at: contact@less.today
- by writing a message directly in LESS_ to the official Administrator account
- by calling the helpline: +48 737-195-555

How can I recognize the official LESS_ Administrator's account in the application?

The official Administrator account is marked with a tag.

The only official name of the Administrator account in the application is: LESS_Official

Please note whether the Administrator account name matches the name mentioned above. Watch out for profiles that may impersonate the official Administrator account.

Account settings

Where and what can I change in Account Settings?

In the Profile settings tab you can:
- complete and change your public data (username, account description 'about me')
• complete and change your delivery information (name and surname, city, street, post code, phone number, bank account number for transfer)
• complete and change your private data (gender, date of birth, e-mail)
• change the application's language settings

In the Privacy settings tab, you can:
• change the privacy settings of your account (public account / private account)
• read the Application Terms & Conditions and the Privacy Policy
• delete your account

In the Verified account tab, you can:
• send your data for account verification
• check the status of verification of your account

In the Change password tab, you can:
• change the password to your account

In the FAQ tab, you can:
• read the FAQ document and find many answers to your questions

At the very bottom of the account Settings, you can find a button to log out of LESS.

**Search engine**

**Where is the Search engine located in the application?**

In the second tab of the lower control bar.

**Can I search for my friends and other people in the application?**

Yes. You can search for your friends and other people in the search engine. From there, you can also start following a person or send them an invitation if they have a private account.

**Can I search for items in the application?**

Yes. In the search engine, you can search for items you are interested (e.i. shoes Nike) in with additional filters:
• price
• location
• item category
• post type: sales only posts ('For sale')

**Does the search engine remember my recent searches?**

Yes. The search engine remembers 5 of your last searches.
Sale / Purchase (Auction, Buy Now)

What forms of sale / purchase does LESS offer?

In the application, you can sell and buy through:
- auction
- buy now
- auction + buy now (jointly)

Who can participate in the purchase?

Any unblocked application user.

Who can put items up for sale?

Any unblocked application user.

Who wins an Auction?

The winner is the person who, by the end of the auction, offers the highest price above the minimum price.

As a buyer, can I see the minimum price for the item in the auction?

No. The minimum price is not visible to buyers. They only see the information in the sales offer, whether the minimum price has already been reached or not. The minimum price is always visible only to the seller.

Can the seller sell the item below the minimum price?

No. In order for an effective sale / purchase to take place, the minimum price must be reached.

Can I put up for sale an item I bought earlier?

Yes. All purchased items visible in your profile in the Purchased tab may quickly be put up for sale. For this purpose, in the Options (three dots) of this post, select 'sell similar product'. If you add a post, it will appear in the For sale tab of your profile.

If you follow the steps above, then you will normally have two posts regarding this item:
- a post regarding the purchase of this item (in the 'Purchased' tab)
- a post regarding the sale of this item (in the 'For sale' tab)

Can I put my item back for sale?

Yes. If you do not manage to sell an item for the first time, you can easily put it up for sale again. For this purpose, in the Options (...) of this post, select 'sell similar product'. If you add a post, it will appear in the 'For sale' tab of your profile.
Can I quickly put up a similar item for sale?

Yes. You can easily put up a similar item for sale, changing only some of the information, parameters, description and photos in the sales post. For this purpose, in the Options (three dots) of this post, select 'sell similar product'. If you add a post, it will appear in the 'For sale' tab of your profile.

Who is responsible for shipping the item and making the money transfer?

The users are responsible for shipping the item and for the payment. LESS does not participate in these arrangements.

Why is it so important to complete my data for shipping and transfer in Profile settings?

If you do not complete your shipment and transfer details in the Profile settings, the other party will not receive this data automatically after the transaction is completed. In this situation, you will be forced to forward the data yourself directly to the seller / buyer each time the transaction is completed. It can be time-consuming and inconvenient for you.

What happens after the end of the Auction or Buy Now?

After successfully concluding the auction or buy now, both sides of the transaction receive an email confirming the transaction with all the data needed for its implementation, i.e.:

- data regarding the subject of sale / purchase (including post ID)
- details of the seller / buyer
- shipping data (name and surname, address, telephone number, etc.)
- data regarding the transfer (account number, title of the transfer)

It is very important to complete your data for shipping and transfer in the Profile settings. Otherwise, the other party will not receive this information automatically.

Can I participate in Auction and Buy Now which is set in a different currency (e.g. EUR, USD, GBP, PLN)?

Yes. You can participate in such an offer. Remember however, that you are bidding and paying the seller always in the currency of the offer.

Does the Buyer pay a commission on purchase?

No. The buyer never pays any commission.

Does the seller pay a commission on sales?

No. The seller also does not pay commission on sales.

When placing the item up for sale and during the auction, can I bid by offering an amount with non-integers (e.g. 0,49)?

No. All sales posts and all bids must have a price expressed in whole numbers, regardless of the currency.
Can I sell the item for 0 (PLN, EUR, USD, GBP) through Buy Now?

Yes. If you want to give the item away for free, you can sell it for 0 (zero) via Buy Now.

**Transactions tab**

Where can I find the *Transactions* tab?

The *Transactions* tab is located in the upper right corner of your profile and is marked with: 📊

What does the *Transactions* tab do and what will I find in it?

The *Transactions* tab collects information on all your past and current transactions, detailing:

- transaction type
- amount and currency
- category and brand of the subject of transaction
- dates of transaction

What information can I find in the first subheading *Transactions > Finished*?

In the *Transactions > Finished* subpage, you will find:

- Sold items – labelled 'Sold'
- Not sold items – labelled 'Not sold'
- Items purchased directly in LESS – labelled 'Bought in Less'
- Items purchased outside of the application – labelled 'Bought'

![Transactions tab](image-url)
What information will I find on the second subpage Transactions > Active?

In the Transactions > Active subpage, you will find:

- items put up for sale by you (open offers) – marked ‘For sale’
- items of other users that you are currently bidding on – marked ‘Bidded’ (if the price you bid in the bid is the highest, the ‘Winning’ message will appear additionally)

I bought an item directly in LESS_. Will this item be automatically published and added to my profile (in the Purchased tab)?

No. Items bought directly in the LESS_ application are not automatically added to your profile (Purchased tab) and are not published on the Home screen ‘wall’. This is to avoid unwanted situations. For example, if for any reason you want to return a purchased item to a seller, this shopping post should not be visible in the Purchased tab on your profile.

You always decide when you want to add an item to your virtual wardrobe.

Wait, however, until the item you purchased physically reaches you. Check its compatibility with the seller's description. If the item meets your needs and you do not want to return it to the seller, you can add it to your profile. Upload your photos of the purchased item, and the rest of the product information will be automatically filled in.

Additionally, within 7 days of making a purchase directly in the application, you will receive an appropriate notification informing you that you can add the purchased item to your profile in the Shopping tab (see previous FAQ section).

If you make a new purchase of the item directly in LESS_, you can also add this purchase to your profile from the Transactions tab. Click on the item on the list with the ‘Bought in LESS_’ status and then click the purple button ‘Add to profile’. Upload your own photos of the item and confirm the addition of a new purchase to your virtual closet (the rest of the product information will automatically be filled in). The post will appear in your profile in the Purchased tab.

Add to your profile only those items purchased in LESS_ that have already physically been delivered to you and after you checked their compliance with the description provided by the seller. If for any reason you intend
Delete and block accounts

Can the Administrator delete my account?

Yes. In certain cases, the administrator can delete your account. Upon account removal, you will receive an e-mail confirming that. If it is necessary to clarify the situation, you will be asked to contact the Administrator at the indicated e-mail address.

Can the Administrator temporarily block my account?

Yes. In certain cases, the administrator may temporarily block your account until the irregularity is clarified. After blocking your account, you will receive an email confirming the event. If it is necessary to clarify the situation, you will be asked to contact the Administrator at the indicated e-mail address.

What happens to the auction if the seller or bidder's profile is blocked or removed during the auction?

If during the auction the seller or the bidders are blocked or removed, all information about the forced cancellation of the auction will be sent to all parties to the transaction. All bids offered in the bidding become invalid. All sales posts of a blocked user will change their status from 'Selling' to 'Not sold'.

My account was blocked right after registration. Why?

During registration, each user is required to provide true information. Among other things, about the date of birth and the city. If the Administrator finds a breach of the Regulations in this respect, they may block your account until clarification. In this case, please contact the Administrator at the indicated e-mail address.

How can I unlock my account?

Contact the Administrator at: contact@less.today