

THE TREASURES AUCTIONS
VERIFIED SELLERS PROGRAM

The Treasures Auctions Network websites have sold nearly half a million items online since forming in 2004. The success has been largely due to our Verified Sellers Program and the high standard of stock that our sellers bring to the network. Our customers know and trust that we will approve only the best sellers to give them the best products and a great buying experience.

We take great pride in hand picking and constantly checking the standard of products that are being offered by our sellers and do not allow eBay sellers to participate on our sites.

To be eligible to become a Verified Seller on The Treasures Auctions Network you must -

- Have a passion and knowledge of the Gemstone / Opal / Jewelry Trade Industry
- Be a member of a trade or jewellery organization
- Be able to offer our customers wholesale not retail prices
- Provide business and personal references to prove your established business
- Offer high business standards in every transaction.

Our sellers are managed by our Sheriff Program across our network. Each website site has its own Sheriff, Opal Sheriff, Gemstone Sheriff, and Fashion Sheriff Etc. It is the Sheriffs that will guide our potential sellers through the seller application process and provide ongoing support to our sellers.

The Verified Seller application process includes -

- Sellers wishing to join a website within The Treasures Auctions Network have to first register as a buyer using their intended Store Name. (i.e. Mark's Gems)
- Sellers need to email applications@treasuresauctions.com to register their interest in becoming a seller
- The Application form will be emailed out and needs to be filled in and returned
- IP address checked
- Trade References checked
- Photo Identification checked
- Phone numbers checked including face to face verification Skype phone call
- Sellers will be notified if they have been approved or disapproved at the discretion of the Sheriff and management. No further communication will be entered into, this decision is final
- Approved new sellers are required to pay a bond of \$200 (via PayPal only) which is payable before you can sell. This bond will be held by Treasures Auctions, interest free for a period of 12 months.

Probation Period -

- Once a seller is accepted into the Verified Sellers Program they will be in a probation period which will run for a minimum of 3 months
- During the probation period sellers will be on the Starter Plan which will allow them to list 20 items at a time
- During the probation period the Sheriff will conduct an audit on each listing which will be visible to buyers for the life of the listing
- The probation period will cease at the end of 3 months of active selling with the following conditions met –
 - Feedback above 95%
 - 20 or more positive Feedbacks
 - Minimal listing errors and discrepancies
 - Minimal issues between seller and their buyers

At the end of the standard 3 month probation period we will reflect and communicate with you on your overall professional performance. At our discretion we may –

- End your probation period and allow you to apply for the next selling plan
- Extend your probation period if we feel you are not ready to move to the next selling plan
- Cancel your selling account if we feel you are not up to the required standard of the Verified Sellers Program.

How does the Verified Seller Program work?

The Verified Seller Program is managed by the Sheriff Program across each of our websites. This program is operated by a qualified Gemologist and panel of advisers from within the Gemstone, Opal and Jewelry industries. The position of Sheriff is a voluntary position and is not paid or reimbursed in any way by The Treasures Auctions Network.

The Sheriff has two main goals –

1. To support and guide sellers
2. To answer questions and guide potential buyers via the Audit system.

If you have any queries or questions regarding listing stock or gemological questions never hesitate to contact the Sheriff, they are always there to help.

Verified Seller Program Rules

To uphold the high standards of our Verified Seller Program we operate a “**3 Strikes and you’re out**” policy. Failure to meet any of the rules below or abide by the Terms and conditions may result in the Verified Seller getting a strike against their seller account. These strikes are at the discretion of the Sheriffs and Management. They are non-negotiable. Once a seller has accumulated 3 strikes the seller will be permanently suspended and their store closed immediately

- A strike automatically downgrades the Verified Seller for 30 days which means they cannot list any new items in that period
- Any breach of unprofessional business practice will result in a strike
- Sellers may be suspended permanently at the discretion of management at any time without notice
- Any communication with Management, Administration or a Sheriff must be responded to and actioned within 12 hours. Failure to do so may result in a strike
- At the Sheriff’s discretion if an issue is found with a listing they will suspend the listing and notified the seller about the issues to discuss further. If the issue is minor the Sheriff will write recommended changes within the Audit and the seller is expected to amend the listing and click the ‘Re-request Audit’ Button so that the Sheriff can re Audit the listing. If action to amend the listing is not undertaken by the seller the listing will be suspended within 12 hours
- If a Seller’s feedback drops to or below 95% the Sheriff will issue a strike and your store will be downgraded to The Starter Plan (20 Items only) until your feedback raises to 96% or above
- The Sheriff may request any item from any seller to be posted into head office for independent certification at any time. Refusal or delay to comply with this request will result in immediate and permanent suspension. Shipping to the Sheriff will be at the Sellers expense and the Sheriff will return the item in the same method at no further expense to the seller

Examples of a Strike -

- Verified Seller fails to communicate with a buyer, administration, management or Sheriff in a timely manner
- Verified Seller fails to post items to a buyer or refund monies in a timely manner
- Continuous mistakes in listing items
- Verified Seller fails to uphold the expected high level of professional conduct
- Verified Seller fails to honour the sale of an item regardless of whatever price an auction sells for
- Misrepresentation of a stone, examples -
 - Selling a glass filled Ruby as unheated Ruby
 - Selling smoked Ethiopian Opal as Natural Black Opal
 - Selling gold plated Jewelry as Solid Gold Jewelry
 - Selling a Doublet Opal as a Solid Opal
 - Selling a Doublet Gemstone on any site other than www.gemstonesauctions.com

Examples of immediate permanent suspension -

- If a Verified Seller is found defaming The Treasures Auctions Network as per Code of Conduct
- If a Verified Seller lists a synthetic stone on any site other than www.gemstonesauctions.com
- If a Verified Seller is found selling off site
- If a Verified Seller is being rude or abusive
- If a Verified Seller is found bidding up or on their own listings.

TERMS AND CONDITIONS

1. Pay your fees by 15th of each month within 7 days
2. Verified Sellers are not permitted to bid on family, their own or any related companies listings on any of The Treasures Auctions Network websites
3. Verified Sellers must list accurate descriptions and use correct categories and abide by the rules as per The Treasures Auctions Network - Listing Guide for Verified Sellers <http://www.gemrockauctions.com/help/for-verified-sellers/listing-guide-for-verified-sellers>
4. Verified Sellers are required to have 20% of their items certified by our approved laboratories
5. Verified Sellers are not permitted to have links to other external web sites or email addresses from any site within The Treasures Auctions Network. This includes listings.
6. Verified Sellers are not permitted to list items on external websites
7. Verified Sellers have an obligation to sell at whatever price the auction items sell for
8. Refund Policy – all wins have a 7 day period for return if the buyer is not 100% satisfied with their purchase. The refund amount to the buyer does not have to include the cost of the item being returned to the seller
9. Verified Sellers can contact their past buyers but are not allowed to contact buyers who have not purchased from them
10. Verified Sellers found 'handing over' or selling their store to another individual will be terminated immediately and legal action may be taken
11. If a bond is returned to the seller without permission from The Treasures Auctions Network your sellers account will be closed immediately without notification
12. If your seller account is suspended for any reason, any amounts owed will become due and payable immediately
13. Verified Sellers must not defame or criticise or slander The Treasures Auctions Network including stock, sellers or customers in any external circumstances. This includes but is not limited to social media, Facebook, Twitter, forums or print media
14. Verified Sellers on Opal Auctions or Gem Rock Auctions are eligible to apply for a Sellers account on Jewelry Auctioned or Coins Auctioned with no monthly plan fee.
15. Verified Sellers may not entice customers to buy items outside of the Treasures Auctions Network.

CODE OF CONDUCT

- Verified Sellers must professionally supply orders to the 100% satisfaction of customers and must uphold The Treasures Auctions Network integrity in the industry
- Verified Sellers are to adhere to the highest level of professional conduct at all times.

FEES FROM 1ST DECEMBER 2014

Commissions charged on sold items as follows -

Item Sale Amount	Commission Rate Charged
\$1 to \$49.99	10%
\$50 to \$99.99	9.75%
\$100 to \$199.99	9.5%
\$200 to \$299.99	9%
\$300 to \$499.99	8%
\$500 to \$999.99	7.5%
\$1000 to \$1999.99	7%
\$2000 to \$2999.99	6.5%
\$3000+	5%

	Starter	Base Opal	Star Opal	Gem Opal	Harlequin	Gem Harlequin
Monthly Fee	\$10	\$15	\$39	\$45	\$50	\$55
Commission on Sale	10%	10%	10%	10%	10%	10%
Min. Commission Fee per Item	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50
Individual Listing Fee*	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50	\$0.50
Max Active Items	20	100	250	500	1000	5500
Max No Reserve Items	2	6	10	15	18	20
Max Free Shipping Items	4	10	25	50	150	250
Max Make An Offer Items	12	40	80	200	250	500
Buy It Now Items	✓	✓	✓	✓	✓	✓
Videos On Items	✓	✓	✓	✓	✓	✓
Virtual Store	✓	✓	✓	✓	✓	✓
Homepage Exposure	✓	✓	✓	✓	✓	✓
Cross Promotion	✓	✓	✓	✓	✓	✓

* This is a once off listing fee, listings can be set to automatically relist 99999 times.

SELLER PLAN PROGRESSION

1. Sellers will spend a minimum of 3 months on the Starter Plan during their Probation Period
2. Sellers then must spend a minimum of 1 month on each Plan as they progress consecutively up to Gem Harlequin Plan.
3. All plan changes must be requested by the Seller via the Selling Preferences tab in Account Settings. The request may be approved or denied at the discretion of management.

Treasures Auctions Network
VERIFIED SELLER APPLICATION

CONTACT INFORMATION

First name:		Last name:	
Business name:			
Phone:	Fax:	E-mail:	
Skype Username (or equivalent video software username):			
Registered business address:			
City:		State:	ZIP Code:
Country:			
Date business commenced:			

IDENTIFICATION INFORMATION

PayPal Email Address:			
Drivers Licence or Passport Number:			
Drivers Licence or Passport Expiry Date:			
Country of Issue:			
Name on Drivers Licence or Passport:			
Please scan and return a copy of your Drivers Licence or Passport with your Application Form			

BUSINESS / TRADE REFERENCE

Company name:			
First name:		Last name:	
Address:			
City:		State:	ZIP Code:
Country:			
Phone:	Fax:	E-mail:	
Type of account:			

PERSONAL REFERENCE

First name:		Last name:	
Address:			
City:		State:	ZIP Code:
Country:			
Phone:	Fax:	E-mail:	
Relationship to Applicant:			

INDUSTRY MEMBERSHIPS List Organisations you are a member of and membership number

Industry Organisation 1:	Membership No 1:
Industry Organisation 2:	Membership No 2:

WHICH WEBSITE DO YOU WANT TO APPLY TO SELL ON? *Please circle*

Gem Rock Auctions	Opal Auctions	Jewelry Auctioned	Coins Auctioned	Gemstones Auctions	My Fashion HQ
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AGREEMENT

1. I agree to The Treasures Auctions Network agreement attached and have initialed all pages.
2. I agree to conduct a face to face interview via video software like Skype within 7 days of submitting this application to verify my identity.
3. By submitting this application, you authorize Treasures Auctions Network to make inquiries into the personal and business / trade references that you have supplied.

SIGNATURE

Print Full Name: _____	Date: _____
Signature: _____	