

Feedback is a way to establish a reputation of trust for buyers, sellers and the Kraftwurx marketplace. For every transaction, the buyer has the opportunity to submit a rating (positive, neutral or negative) and an optional comment. Buyers have the opportunity to submit feedback for up to 90 days after the sale. Consistency, fairness and honesty are critical to the integrity of the feedback system. Feedback directly affects a member's reputation, so we ask that members take it seriously.

- Negative, Positive & Neutral feedback cannot be edited or removed after submission ever.
- After 90 days the option to leave feedback expires; this option cannot be reinstated.

Members may ask Kraftwurx to review feedback for removal. [Contact Support](#) to request a feedback review. Kraftwurx does not investigate the validity of opinions or statements made in feedback or mediate feedback disputes. At Kraftwurx discretion and without notice to both parties involved, feedback may be removed or altered by Kraftwurx in the following circumstances:

- Personally identifying or private information was published (for example: a phone number, real name, email address, physical address, content of a private Kraftwurx Conversation,

details regarding an Kraftwurx investigation).

- Feedback contains mature, profane or racist language and/or images.
- Feedback contains spam, links, scripts or advertising.
- Feedback is given for a transaction created for the sole purpose of leaving feedback.
- Negative or neutral feedback was mistakenly submitted for a different transaction.
- Negative or neutral feedback refers to an unrelated transaction.
- Negative or neutral feedback comments about using Kraftwurx or other services (for example: payment processors).
- A member is confused about how to use the Feedback system, resulting in unintended negative or neutral feedback.
- Kraftwurx is provided with a valid court order requesting removal of feedback.

Members with low overall feedback scores or members who have violated the above policies for feedback may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#) .