

Whistle Seller Handbook

Dear Valued Seller,

Thank you for using the Whistle platform, a trusted and seamless way to sell your unwanted devices!

Whistle is a digital platform that connects Sellers (you!) with our vetted network Buyers. In as few as ten taps, you can schedule to have a Buyer on our network meet for a transaction at a location of your choice and convenience, on demand.

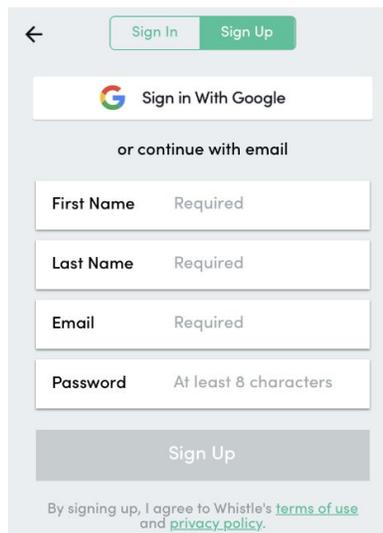
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Setting Up

We're committed to taking the hassle out of the process of selling your goods, hence every step of is simple and straightforward.

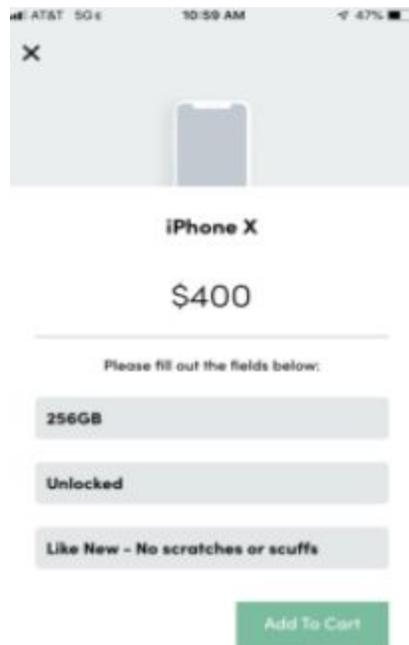
In order to get started with us, simply input the basic information indicated below, and voila, you're ready to Whistle!



The screenshot shows a mobile app sign-up screen. At the top left is a back arrow. To its right are two buttons: 'Sign In' and 'Sign Up'. Below these is a 'Sign in With Google' button with the Google logo. Underneath is the text 'or continue with email'. The form consists of four input fields: 'First Name' (Required), 'Last Name' (Required), 'Email' (Required), and 'Password' (At least 8 characters). A 'Sign Up' button is positioned below the password field. At the bottom, there is a line of text: 'By signing up, I agree to Whistle's [terms of use](#) and [privacy policy](#).'

How it Works

Once you've downloaded our mobile application (the "Whistle App"), you will be presented with a list of devices. You simply select which device you are selling, input basic information such as its condition, storage size etc. and you are instantly given a price. From there, you input your desired pick up address, time and voila, Whistle will instantly connect you to your vetted Whistle Buyer!



Device not listed in the Whistle App? No problem! Simply request a quote and we will do our best to reply to you within one business day.

In-Person Pickups

Scheduling

Whistle will connect you with a Whistle Buyer and provide them information on:

- Your availability window (The time and date you choose)
- Suggested Pick-up Spot
 - o A safe, often public location suggested by you!
 - o Once confirmed, it is the responsibility of the Buyer and the Seller to meet at the agreed-upon location at the agreed-upon time.

Please do not make any last-minute scheduling changes outside the Whistle App. For example, if you are unable to find parking to reach a certain location, please use the Whistle App to message the Buyer to find an alternative safe, public location. If both parties are unable to agree to a location, please contact a Whistle representative at support@whis.tl.

Device Review Process

Our vetted Buyers will go through a basic, industry standard review of the device being sold that includes the below:

- Assessment of the condition and authenticity of the Seller device
- Verification of serial numbers, IMEI numbers etc. to confirm the device has not been reported lost or stolen
- Wiping the device of its data if not already done (we suggest that you do this prior to the Buyer's arrival)

Pricing Disputes

Please review the below regarding issues that can potentially arise:

- If the Buyer deems the item to not be in the stated condition, **do not** attempt to re-negotiate price on the spot. Please contact the Whistle Support Hotline that becomes available at the time of your meeting with the Seller.

Pricing

Whistle uses real time market data in order to offer competitive pricing and give you a fair rate your unwanted items.

It is important to note that Whistle is not a bartering platform. We work extremely hard to make sure the price given is both fair to Sellers and Buyers alike so please do not attempt to haggle on pricing when you meet up with your Buyer

Safety

Whistle is committed to making the process of selling devices not only easier, but safer as well. In order to stay true to this mission, we vet each and every buyer before they are allowed access to the platform. Our screening process involves the following:

- A criminal background check, including a Global Watch List check
- All prospective buyers have a formal meeting with Whistle employees to ensure they exemplify professionalism and can positively contribute to the platform
- Monitored transactions occur with Buyers before they are allowed to interact independently on the platform.

Seller Code of Conduct

Code of Conduct

Whistle is striving to create a safe, seamless platform for the buying and selling of goods. We have a zero-tolerance policy for inappropriate behavior exhibited while utilizing the Whistle platform and will discontinue access to the Whistle App if we deem reasonably necessary. Examples of behavior that can result in your removal from our platform:

- Misrepresentation of what you're selling, whether it be in device type or its condition.

- Any attempt to use the Whistle platform to sell goods that are stolen or otherwise not yours to sell
- Harassment of any kind (sexual, verbal, physical, intimidation etc.)
- Multiple cancelled transactions without notifying Whistle support
- Bringing weapons of any kind to any Whistle transaction.
- Abuse of alcohol or illicit substances before or during their transaction
- Requesting of personal information (*e.g.*, a Buyer's personal phone number, address, etc.), which is strictly prohibited
- Attempting to barter or set a price that is not captured in the Whistle App and/or agreed upon prior to the transaction
- Discrimination against any individual on any basis, including sexual preference/identity, religion, ethnicity or any other protected class

Payment from Buyers

Method of payment is up to the Buyer and the Seller. Traditionally, transactions occur in **cash** however you may request digital payment from your Buyer.

Ratings

Whistle will have a rating system in which Buyers and Sellers rate their experiences with one another. This system is in place to ensure a high standard of quality is maintained for all users of our platform. Ratings are anonymous and your feedback will not be directly shared to your Buyer.

Questions or concerns?

Please contact support@whis.tl and a representative will get back to you as soon as possible.

Sign Up!

Are you ready to turn your unused electronics into cash? [Sign up here!](#)