



ITEX in Seattle Member Code of Conduct

In order to foster a positive business environment and create mutually beneficial relationships, when working with other ITEX in Seattle members, clients are expected to understand and follow the below guidelines:

Services

- _____ Maintain an average ITEX member rating of at least 3.5 stars in the Marketplace*
- _____ Be accessible and responsive with respect to ITEX staff or clients
- _____ Notify ITEX in Seattle of any changes in location, contact information, or pricing
- _____ Provide honest feedback on services received from ITEX members and ITEX in Seattle
- _____ Treat ITEX referrals with the same level of service as cash customers are treated

Prices, Cash, Taxes & Tipping, & Going 'On Hold'

_____ **Charge regular prices.** Buyers should expect to pay retail price - not inflated prices; sellers are not expected to sell at discount or give 'on sale' prices

_____ **Understand the Marketplace rules regarding cash.** We have a clear policies regarding '50/50' transactions or cash components. If you have questions, contact us before acting

_____ **Pay all gratuities and tax in cash.** We want restaurant owners and wait staff to welcome ITEX members back so be generous to your servers. Tax is a direct pass through to the government – it is not tradable. **Explain scrip usage to people you give it to and make sure they tip in cash!**

_____ **Notify ITEX in Seattle if you are not trading.** Important! This prevents us from falsely advertising and representing your services to other ITEX members, and to prevent complaints against your business!

By signing my name below, I acknowledge that I have read and understand the above ITEX in Seattle Code of Conduct and expectations.

Business Name

Member Name

Signature/Date

*Minimum member rating standards will not apply until at least **10 transactions** have been rated