

Step-by-Step Guide on How to Buy and Sell on SellOff.ng with Safety Tips.

How to Register as a User

- Head on to www.selloff.ng.
- On a desktop device, click “Register” at the top right corner of the page.
- On a mobile device, click on the menu bar at your top left-hand corner of the page to find "Register".
- Enter your personal details in the boxes correctly.
- Create a unique password.
- Confirm you are human by ticking the reCAPTCHA box.
- Read and tick the Terms and Conditions if you agree.
- Click "Submit".
- Note that if you are a first-time seller you'll be asked to provide a valid means of identification (voter's card, national ID card, or international passport) before your registration can be confirmed.

How to Post an Ad

SellOff.ng is a classified ads platform, so you post an ad to sell on the platform. Here is a step by step guide on how to sell on SellOff.ng

- Register as a user on SellOff.ng (follow the steps in ‘How to Register’).
- If you already have an account, log in by entering your email and password in the boxes provided.
- At the top right-hand corner of the Home page, click ‘Post Free Ad’ and you will be directed to your dashboard.
- On the ‘Post Ad’ section in your dashboard, input the general information about your product like Category, Sub-category, Description, SEO, then click on the ‘Save and Continue’ button.
- Next is the product details section. Select the condition of your product, add the price, additional information about a product, and check the terms of service box if you agree.
- Once you've filled all fields you can click the ‘Submit’ button or ‘Save as Draft’ and await the approval of your ad.

Your Dashboard

On your dashboard you'll find the following options:

- Post Ad: Here you'll see all your ads including your pending ads, hidden ads, sold products, and drafts.

- My Wallet: Here you'll view your wallet balance, transaction history, and you can fund your wallet.
- Payment History: Shows all promotion payments you've made so far.
- Feedback: Here you'll see all the feedback your customers have dropped for you including the date and user's name.
- Shop Settings: From this section, you can update your shop information such as your name, shop description, location, etc., then click on 'Save Changes'.

How to Fund your Wallet

Funds in your wallet can be used to promote your ads on SellOff.ng.

- To fund your wallet go to your dashboard and click on 'Wallet'. You'll then find the option to view your Wallet Balance, Transaction History, or 'Fund Wallet'.
- Select 'Fund Wallet' and input how much you wish to add to your wallet.
- You'll see a pop-up where you can select your payment method and proceed with payment.
- The accepted payment methods are Debit or Credit Cards, Bank, Transfer, USSD, or Visa QR for selected banks. Choose whichever works for you.
- Once successful, your Wallet Balance will be credited.

How to Buy on SellOff.ng

This guide will also be useful if you are trying to find out how to contact a Seller on the platform.

- Find whatever item you need by using the search bar or searching through the various categories.
- Click on the item you intend to buy or inquire about.
- You'll find all the necessary information about the product such as the description, price, and seller's location.
- To call a seller, click on the 'Show Seller Contact' and you'll see the seller's number displayed.
- You can also click on the 'Chat with Seller' button to send the seller a message on SellOff.ng.
- After composing your message click 'Send' and you'll get a response from the seller shortly.
- Always read through the product description and safety tips on SellOff.ng before you start shopping.
- If you aren't ready to buy an item, you can add it to your wishlist by clicking on the 'Add to wishlist' icon on a product.

How to Drop a Feedback or Review

- After buying a product from a seller you can leave them a review. Simply select the item you just bought and click on 'Leave Feedback'.
- You'll see a page where you can describe your shopping experience as 'Positive', 'Neutral', or 'Negative'.
- If you didn't have a positive experience, select the reason from the dropdown list displayed or you can drop your detailed feedback in the text box below.
- Send feedback once completed.
- Your feedback helps us improve your shopping experience and caution sellers or ban those who aren't complying with the standards and regulations of SellOff.ng.

How to Update Your Profile

- After you've signed in to your account, you can update your profile by clicking on the dropdown menu beside your name at the top right-hand corner of the Home page.
- Select 'Settings'. From here you can choose to update your profile, put up or change your cover image, and also include links to your social media pages.
- Click on 'Update Profile' if you want to select a new profile image, edit your username, first and last name, phone number, choose your preferred email notification option and other privacy settings.
- Click on 'Cover Image' if you want to add a cover image (like a banner showing images of your products) to your profile. Then select your preferred image and select if you want it to show as 'Full Width' or 'Boxed'. Click 'Save Changes' once you are done.

Safety Tips for Users of SellOff.ng

Here are a few tips to ensure buyers and sellers engage in safe practices while transacting on SellOff.ng.

- **Protect Your Identity:** Always ensure that any publicly displayed information can't put you at risk or expose you to cybercriminals. Since we are on a mission to achieve zero scam cases on our platform, you are required to show a valid means of identification (e.g. your voter's card, national ID card, or international passport) at the point of applying for a shop. Be informed that this document would not be publicly displayed and won't be used for any other purpose apart from ensuring that you are real, and we can vouch for you as a seller on our platform.
- **Passwords and Privacy:** Secure your account on SellOff.ng by using a strong password with a combination of alphabets, numbers, and special characters. Passwords are meant to be private, do not disclose it to anyone regardless of how trusted they are.

- Meet Publicly: Never meet with a seller in a secret and lonely place. If you ever have to meet up with a seller, ensure you do so in a public place you are familiar with where you can get help if the worst arises.
- Stay Vigilant: While we keep watch of your account and notify you of any strange activity, we expect you also to be actively involved in ensuring your safety.

SellOff Protection (to be displayed on each product page)

- Do not publicly display your personal information.
- Secure your account by using a strong password.
- If you need to meet up with any other user on the platform, do so in a public place.
- Report suspicious activities to our team.