

# ClosetLoop Safety Guidelines

*Ensuring a secure and trusted experience for our community.*

**Last Updated: [18.07.2025]**

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## 1. Introduction

At ClosetLoop, your safety is our priority. We are committed to creating a trustworthy, secure, and enjoyable platform for users to rent and buy clothing, shoes, and accessories. Please review the following guidelines carefully before using our platform.

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## 2. General Safety Tips for All Users

- **Use the platform responsibly:** Only list, rent, or buy items that meet ClosetLoop's Terms of Service and Community Standards.
  - **Keep all communication on ClosetLoop:** Avoid sharing personal contact info or moving transactions off the platform.
  - **Meet in safe environments:** If any in-person handover is necessary, choose public, well-lit locations, or opt for trusted delivery methods.
  - **Report suspicious behavior:** Use the "Report" feature or contact [support@closetloop.com](mailto:support@closetloop.com) if you notice any unusual or inappropriate activity.
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## 3. Safety Guidelines for Renters/Buyers

### ✓ Before You Rent or Buy:

- **Check item details and photos carefully.** Look for accurate descriptions and high-quality images.
- **Review seller profiles and ratings.** Check their past activity and reviews for credibility.
- **Communicate respectfully.** Ask questions about item condition, sizing, or delivery expectations before placing a request.
- **Double-check availability.** Make sure the item is available for the dates you want to rent.

### ✓ During the Rental/Buying Process:

- **Document the condition.** Take clear photos/videos when receiving the item to verify condition.

✓ **After the Rental:**

- **Return the item on time.** If renting, always return the item by the agreed deadline.
  - **Report damage or issues immediately.** Notify ClosetLoop within 24 hours if an item arrives damaged or significantly different than described.
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#### 4. Safety Guidelines for Sellers/Lenders

✓ **Before Listing:**

- **Upload clear, honest photos.** Use good lighting and capture any flaws or wear.
- **Describe items accurately.** Include sizes, brand, material, and condition honestly.
- **Set clear rental terms.** Define maximum rental days, price, security deposit (if applicable), and return policy.

✓ **Before Approving a Request:**

- **Review renter profiles.** Check their past activity, reviews, and profile completeness.
- **Communicate expectations.** Use in-platform messaging to agree on timelines and care instructions.

✓ **After Renting:**

- **Inspect items carefully upon return.** Document any damage with photos and report issues within 24 hours.
  - **Leave honest reviews.** Help the community stay informed and safe.
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#### 5. Prohibited Items and Behavior

ClosetLoop has **zero tolerance** for:

- Counterfeit or fake items
- Damaged or unwearable clothing
- Offensive or explicit content
- Harassment, abuse, or discrimination
- Direct personal transactions outside ClosetLoop

Violation of these rules may lead to **account suspension or permanent ban**.

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## 6. Delivery & Returns Safety

- **Use trusted couriers.**
  - **Always track packages** and keep receipts.
  - **Pack items securely** to prevent damage during shipping.
  - **Document all transactions.** Photos/videos at shipping and receiving points protect both parties.
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## 7. Privacy & Data Protection

- Never share sensitive personal information such as your address, phone number, or payment details outside the platform.
  - ClosetLoop uses industry-standard encryption and secure Firebase authentication to protect your data.
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## 8. Dispute Resolution

If an issue arises:

- First, try resolving it with the other party respectfully.
- If unresolved, contact [closetloop2025@gmail.com](mailto:closetloop2025@gmail.com) with:
  - Screenshots of messages
  - Item listing link
  - Photos of item condition (if applicable)

Our team will review and mediate fairly.

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## 9. Community Responsibility


ClosetLoop is a community built on trust. Please:

- Respect each other's time, property, and dignity.
  - Maintain ethical and sustainable fashion values.
  - Help us by reporting abuse and fraud.
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## 10. Contact & Support

Have questions or need help?

 [closetloop2025@gmail.com](mailto:closetloop2025@gmail.com)

 [closetloop-92251.firebaseio.com](https://closetloop-92251.firebaseio.com)

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**Stay stylish. Stay safe.**

— Team ClosetLoop 