SHEPHARDLINK COMMUNITY & MARKETPLACE RULES

Last Updated: October 12 2026

ShephardLink is designed to connect Customers and Providers in a professional, safe and trustworthy marketplace.

These Community & Marketplace Rules apply to everyone using ShephardLink.

1. TRANSPARENCY

Users must provide accurate information.

Do not:

- impersonate another person;
- create fake accounts;
- falsify qualifications;
- submit fake business information;
- manipulate identity information.

2. TREAT PEOPLE WITH RESPECT

Users must not engage in:

- threats;
- harassment;
- intimidation;
- stalking;

- abusive behaviour;
- discriminatory abuse;
- sexual harassment;
- violence or threats of violence.

3. FRAUD

Do not:

- use stolen payment information;
- create fraudulent Requests;
- submit fake evidence;
- manipulate refunds;
- manipulate reviews;
- impersonate ShephardLink;
- deliberately deceive another user.

4. REVIEWS

Reviews must reflect genuine experiences.

Users must not:

- buy positive reviews;
- create fake reviews;
- ask employees to create fake reviews;
- threaten someone with a negative review;
- create multiple accounts to manipulate ratings.

5. LISTINGS

Providers must accurately describe:

- services;
- prices where quoted;
- qualifications;
- licenses;
- experience;
- service areas;
- availability.

Providers must not claim qualifications they do not possess.

6. DETAILING REQUESTS

Customers must accurately describe the Service they require.

Customers must not deliberately hide important information to obtain a cheaper quotation or induce a Provider to accept work under false circumstances.

7. UNAUTHORIZED ACCESS

Users must not:

- access another person’s account;
- attempt to access ShephardLink’s systems without authorization;
- bypass security controls;
- introduce malicious software;
- scrape or harvest personal information unlawfully.

8. DATA PROTECTION

Do not publish another person’s:

- ID number;
- home address;
- phone number;
- financial information;
- private photographs;
- private messages;
- passwords;
- sensitive personal information

without lawful authorization.

9. IILLEGAL SERVICES

ShephardLink must not be used to arrange unlawful Services.

This includes requests intended to facilitate:

- theft;
- fraud;
- violence;
- trafficking;
- unlawful surveillance;
- other criminal activity.

10. PROPERTY AND ACCESS

Providers must respect Customer property.

Customers must provide reasonable and lawful access to the areas required for the agreed Service.

Neither party should enter areas they are not authorized to access.

11. SAFETY

Users must take reasonable steps to protect themselves and others.

Providers must use appropriate safety practices.

Customers should disclose material hazards reasonably known to them.

12. EMERGENCIES

ShephardLink is not an emergency-response service.

For immediate threats to life, fire, serious injury, active crimes or other emergencies, contact the appropriate emergency or public safety service.

13. OFF-PLATFORM CIRCUMVENTION

Users must not deliberately use ShephardLink to identify a Customer or Provider and then move the transaction off-platform for the purpose of avoiding applicable ShephardLink Fees.

14. SPAM

Users must not use ShephardLink to distribute:

- spam;
- unrelated advertising;
- phishing;
- malware;
- unauthorized promotional messages.

15. PHOTOGRAPHS AND CONTENT

Users must only upload photographs and other content they have the right to use.

Do not upload images containing another person's private information without authorization.

16. REVIEWS AND DISPUTES

Users may disagree with reviews or complaints, but must respond professionally.

Do not:

- threaten someone because of a complaint;
- retaliate against a Customer for a negative review;
- falsely accuse another person of a crime;
- publish private information during a dispute.

17. PLATFORM MANIPULATION

Users must not manipulate:

- search results;

- ratings;
- Provider rankings;
- reviews;
- Request volume;
- payment systems;
- referral systems.

18. ACCOUNT SHARING

Accounts should not be shared where doing so could compromise identity, security or trust.

Providers must not allow an unauthorized person to operate their Provider account.

19. SUBCONTRACTING

Providers must follow the applicable Provider Terms regarding employees, assistants and subcontractors.

Where Customer approval is required for substitution, the Provider must obtain it.

20. ENFORCEMENT

Depending on the seriousness of a violation, ShephardLink may:

- issue a warning;
- remove content;
- restrict features;
- require additional verification;

- suspend an account;
- terminate an account;
- remove a Provider listing;
- cancel a transaction where reasonably necessary;
- cooperate with lawful investigations.

ShephardLink will consider relevant evidence and the seriousness of the alleged conduct when taking Platform action.

ShephardLink may take immediate action where reasonably necessary to protect users, prevent fraud, address serious safety risks or comply with law.

21. CUSTOMER PROTECTION

Users may report suspected violations through:

Email: hello@shephardlink.com

Reports should include enough information for ShephardLink to investigate.

False reports made deliberately to harm another user may themselves violate these Rules.

22. UPDATES

We may update these Rules as the Platform develops.

Material changes will be communicated through appropriate channels.

24. CONTACT

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Nigeria