

Pan Orange Store Guidelines

Pan Orange has established the following Guidelines to help maximize the quality of and set forth the type of products and services that may be sold on the Pan Orange network. All Pan Orange Stores must comply with these Guidelines, which set forth some basic rules about how and what can be sold on the Pan Orange network, in addition to the Pan Orange Terms of Service and any other applicable Pan Orange Store agreement.

Pan Orange, in its sole discretion, may remove any product or service from the Pan Orange network that does not comply with these Guidelines or any other applicable terms and may terminate the Store's account and hide the store. Pan Orange reserves the right to change these Guidelines at any time without notice.

Please help us maintain the quality of products and services sold on the Pan Orange network. If you see a product or service that violates our guidelines or terms, please let us know by contacting us at info@panorange.com.

General Rules

1. **Fraud.** You may not use or manipulate this service for any fraudulent activity or purpose, including using a fraudulent payment instrument to pay Pan Orange for your services, selling items and not delivering them to the buyer or phishing passwords or other user information as determined in Pan Orange's sole discretion.
2. **Interference.** You may not spam our system and/or impose an unreasonably or disproportionately large load on our system. You may not put any material on Pan Orange Easy Web Store/Designer that contains any viruses, trojan horses, worms, time bombs, cancelbots, or other computer programming routines that may damage, interfere with, surreptitiously intercept, or expropriate any system, data, or personal information.
3. **Passwords.** You are solely responsible for actions taken under your password and should not disclose it to anyone else. You cannot use your password for any unauthorized purpose.

Merchant Guidelines

Pan Orange Easy Web Store Merchant must:

1. **Comply with applicable laws.** You may not offer for sale or sell an item to any customer in a jurisdiction where the item violates applicable laws or regulations. You also may not offer for sale any item that violates Pan Orange's policies as described below in "Items that are Prohibited by Pan Orange."
2. **Provide accurate information.** You must accurately describe your store and the items (including condition and price) you are selling. You may not include any language in your product or store descriptions, including the name, which may confuse potential customers or cause your products or store to be included in search results that don't accurately describe your products or store.
3. **Provide accurate contact information.** You must provide an accurate company address, phone number, and email address in the contact information section of your store. You must provide a return policy in the store information section of your store.
4. **Provide complete description of terms of sale.** You must include information that describes the

terms of sale, including payment methods accepted, shipping methods and who will pay the costs, any additional costs associated with the item, and the applicable return or refund policy.

5. Maintain a Privacy Policy. Every Pan Orange Shopping Merchant must post, maintain, and adhere to a privacy policy. The privacy policy must inform customers what personal information is collected and how it is used.
6. Engage in ethical marketing practices. Pan Orange Shopping Merchants must not engage in practices that are in any way connected with the transmission of "junk mail," "spam," "chain letters," unsolicited advertising, or other unsolicited mass distribution of email. Please see the Spam Policy detailed below for more information.
7. Avoid listing any items in your Store that are "adult oriented" in nature or marketed in an objectionable manner, as determined in Pan Orange's sole discretion.
8. Engage in reasonable and advertised shipping practices. You may not charge excessive shipping fees or engage in any unreasonable or unadvertised shipping practices.
9. Engage in reasonable and appropriate sales practices. You must not engage in any unreasonable and inappropriate sales practices such as requiring phone confirmation before delivering the item, offering one item for sale on your website and actually selling or delivering another ("bait and switch"), or requiring purchase of an item in addition to the one advertised on your website, as determined in Pan Orange's sole discretion.
10. Deliver the item purchased. You must deliver to the buyer the item advertised to and purchased by the buyer within a reasonable time period.

Items that are Prohibited by Pan Orange

It is the responsibility of the Merchant to ensure that the items listed for sale on your Store are appropriate for sale under all applicable laws and regulations. In addition, every item listed for sale on your Store must be consistent with Pan Orange's policies, as determined in Pan Orange's sole discretion. Pan Orange, expressly reserves the right to, but has no duty to, reject or remove any item or listing in Pan Orange's sole discretion. **You may not sell the following items under any circumstances:**

1. Any item that is harmful to minors, obscene, or otherwise objectionable.
2. Illegal or restricted weapons and related accessories, including the following:
 - Firearms and firearm accessories, including ammunition, scopes, and silencers (Note: Pan Orange allows the posting of antique firearms made before 1898 and replicas of antique firearms that have matchlock, flintlock, percussion cap or similar ignition systems, subject to removal in Pan Orange's sole discretion. All other firearms are prohibited.)
 - Switchblade knives.
 - Any concealed weapon.
 - Any explosive device.

- Martial arts weapons.
3. Cigarettes, illegal drugs, drug paraphernalia (including items to grow, manufacture, or distribute the same), prescription drugs, and medical devices, including any medical device that requires fitting by a certified practitioner or licensed seller.
 4. Any item that violates any U.S. export law or regulation, including any items subject to the terms of the U.S. embargoes against Afghanistan, Cuba, Iran, Iraq, Libya, North Korea, and Sudan.
 5. Any item that infringes the rights of a third party, including items that violate copyrights, trademarks, publicity, or privacy rights of third parties. Examples include, but are not limited to:
 - Unauthorized copies of software, music, video games, movies, photos, or other media.
 - Bootleg recordings of concerts, movies, or other performances.
 - Sale of back-up copies of software.
 6. Any item that is counterfeit or stolen, including items that are:
 - "Replicas," "knock-offs," in the same "style" as, or "fake" versions of a name brand product.
 - Counterfeit, or for the purpose of producing counterfeit, currency, stamps, government identification.
 - Inauthentic sports collectibles, celebrity autographs, or otherwise inauthentic versions of memorabilia or other items with inauthentic signatures.
 - Any item for gaining unauthorized entry to a place or vehicle including lock-picking devices, vehicle master keys, and other devices.
 7. Any item that promotes, glorifies, or is directly associated with groups or individuals known principally for hateful or violent positions or acts, such as Nazis or the Ku Klux Klan. Official government-issue stamps and coins are not prohibited under this policy. Expressive media, such as books and films, may be subject to more permissive standards as determined by Pan Orange in its sole discretion.
 8. Any animal items that are subject to regulations or laws for the protection of live animals, including endangered species and domesticated animals, as well as any products made from or including any parts of an animal protected by law or regulation.
 9. Any item that has been the subject of a product recall by the U.S. Consumer Product Safety Commission, other government agency, or product manufacturer.
 10. Any item used for hacking, intercepting, jamming, descrambling, or otherwise obtaining unauthorized access to wire, electronic, or other types of communications.

11. Bodies, body parts, bodily fluids. For example: cadavers, organs, "clean" urine for drug tests, sperm, eggs, blood, breast milk.
12. Fireworks, explosives, or any hazardous material or restricted chemical.
13. Government-issued identification documents, whether authentic or counterfeit (e.g., fake IDs for age verification, fake government credentials, passports, green cards, birth certificates), police badges or insignia, and any other law enforcement items (e.g., FBI identification cards, badges, uniforms, flashing lights/sirens, etc.) generally restricted for sale under federal and state law.
14. Stocks and securities.
15. Gambling items (lottery tickets, sweepstakes, pyramid schemes, grab bags, raffles, slot machines, etc.).
16. Individual contracts, services, and any item that is non-transferable.
17. Event tickets.
18. Non-packaged food items and other food or beverage items sold in a manner inconsistent with federal, state, or legal regulations.
19. Any used goods not appropriate for resale for safety, health, or other reasons, including any clothing items that have not been appropriately cleaned (e.g., used underwear).
20. Any coupons, including any manufacturer's or retailer's coupons.
21. Any other item that violates any applicable federal, state, or local law or regulation or which Pan Orange determines, in its sole discretion, is inappropriate for sale through the services provided by Pan Orange.

Pan Orange may take action, at our discretion, if we believe your store has engaged in impermissible marketing activities or other violations of these Guidelines or any other applicable agreement or terms.