



Consumer Information

This information is available directly to any User of the site www.manomano.co.uk.

The definition of any terms below written with a capital letter are provided in the Platform's General Conditions of Use, which is available on the Platform.

Methods of listing, delisting and ranking Sellers and Products

1. Terms and conditions of listing and delisting Sellers

1.1. Terms and conditions of listing

To be listed on the Platform, Sellers must pay a monthly subscription and commission on each sale of a Product.

They must also meet various criteria:

- be a professional vendor of DIY, gardening, decoration, furniture or pet products;
- meet quality criteria in terms of delivery times, returns policy, customer relationship management and in particular management of disputes with Buyers;
- offer products at reasonable prices;
- comply with the applicable regulations in force, including regarding distance selling;
- comply with the General Terms and Conditions of Use of the Platform.

Only Sellers meeting these criteria are authorised to be listed on the Platform and to market their Products there.

1.2. Terms and conditions of delisting

ManoMano reserves the right to delist a Seller who no longer meets the listing criteria from the Platform.

ManoMano reserves the right to delist a Seller from the Platform:

- who does not comply with the applicable regulations;
- who does not comply with the General Terms and Conditions of Use of the Platform;
- whose delivery policy does not meet the required quality criteria (frequent delivery delays, products delivered damaged, etc.);
- whose after-sales service does not meet the required quality criteria (request processing times are too long, lack of cordiality in the tone of exchanges, etc.);
- who attempts to circumvent the Platform's invoicing and payment system;
- who uses the personal data of Buyers for purposes other than the management and execution of Orders placed on the Platform.

2. Criteria for listing and delisting Products

The Products listed on the Platform are selected and put online by the Sellers.

Only DIY, gardening, decoration, furniture and pet products may be marketed on the Platform.

ManoMano reserves the right to withdraw Products from the Platform:

- the marketing of which is prohibited or illegal, in particular if they are counterfeit or infringe the rights of third parties, distribution agreements or if they contravene moral standards;
- which present a danger to health, safety or the environment, in particular products which have been recalled by the authorities or their manufacturer;
- from Sellers who are no longer listed on the Platform;
- which do not fall within the category of DIY, gardening, decoration, furniture or pets.

3. Display of Seller offers

ManoMano connects Buyers and Sellers. It is therefore possible that the Buyer may be offered several similar offers from different Sellers on the same Product Factsheet.

The Seller featured on the Product Factsheet is selected by default according to machine learning algorithms, taking into account the following criteria: the price of the Product (including delivery costs), delivery times, free delivery and the quality indicator of the Seller.

4. Product ranking criteria

Products are ranked by default on the Platform **(4.1.)**.

Some Products may be featured on the home page, on additional pages or in the Platform's search results within the context of commercial partnerships **(4.2.)** or at the initiative of ManoMano **(4.3.)**.

4.1. Default ranking of Products

The main parameters of the Product default ranking criteria are explained in this section. However, ManoMano reserves the right to update these criteria or add to them.

Each Product on the Platform is listed in a category of Products (e.g.: drills, swimming pools, etc.).

For each category, the Products which appear in the search results are ranked by default according to a machine learning algorithm which takes into account the following criteria (in order of importance):

- the number of orders / Product sales history (best-selling product);
- the number of times the Product has been added to the shopping cart.
- the number of previous views of the Product.
- additional Product elements that will influence the purchase (e.g. price, delivery time, rating, number of ratings) and any changes (e.g. increase or decrease in price, delivery time, ratings).

This ranking is carried out by default in order to feature the most popular Products and corresponds to the "Relevance" criterion for sorting search results on the Platform.

The Buyer may also, if he or she so wishes, refine the search by sorting the results on the basis of other criteria:

- Most expensive to least expensive ("Price high to low");
- Least expensive to most expensive ("Price low to high");

- Product ratings by Buyers ("Highest ratings")

The Products will then be ranked in the search results according to the listing criterion selected.

4.2. Featuring Products as part of a commercial partnership

4.2.1. Advertising

Certain Products may be featured on the Platform's home page within the context of commercial partnerships with Sellers or partners.

They are mentioned on the Platform under the term "Advertising".

4.2.2. Sponsored Products

Sellers may subscribe to the optional paid service allowing them to feature their Products by means of an algorithm that associates their Products with User requests and Product categories.

The Products featured are listed as "Sponsored". They appear on the first pages of search results, on Product category pages and/or on Product pages.

4.3. Featuring Products at the initiative of ManoMano

4.3.1. "Best sellers"

The Products featured under "Best sellers" are the Products with the highest score from the Product ranking algorithm, taking into account the sales volume criterion.

Their prominence in the Platform's search results is carried out by default by the algorithm.

4.3.2. "Deal" Products

The Products featured as "Deal" are the Products that are (i) currently on special offer on the Platform, (ii) for which delivery is free, (iii) and for which the selling price is competitive.

4.3.4. Products on the “Great Deals” page

The Products on the “Great Deals” page of the Platform are as follows:

- all Products currently on special offer on the entire Platform; and
- all Products for which delivery is free and for which the price is competitive

Information on reviews posted on the Platform

Reviews posted by Buyers

1. Who can leave a review?

Only Buyers who have made an Order on the Platform can leave their review of the delivery and/or the ordered Product(s).

To leave a review, the Buyer must first log into his/her Personal Account.

2. How to leave a review

The Buyer may leave a review:

- directly from his/her Personal Account, by clicking on the "My Orders" tab then the "Rate my products and/or delivery" button, or by clicking on the "Product reviews" tab;
- after receiving the feedback collection email sent by ManoMano following receipt of the Order, the Buyer may click on the link contained in the email, which redirects the Buyer to the review collection form.

3. What types of reviews can a Buyer leave?

3.1. Review about the delivery

The Buyer may leave a review about the delivery of his/her Product(s) by following these instructions:

- The Buyer gives an overall score of between 1 and 5 (1 being the lowest score and 5 being the highest);
- If the Buyer gives a score of 3 or less out of 5, he/she may also leave a comment about the delivery of his/her Product(s).

3.2. Review about the purchased Product(s)

The Buyer may leave a review about the Product's quality and main features:

- The Buyer gives an overall score of between 1 to 5 (1 being the lowest score and 5 being the highest);
- The Buyer may add a comment giving his/her assessment of the Product to the above mentioned overall score;
- The Buyer may rate specific aspects of the Product (e.g. battery life, noise, etc.);
- To illustrate a Product review, the Buyer may upload one or more photographs of the Product.

3.3. Special conditions for uploading photographs

The Buyer who uploads one or more photographs on the Platform declares that he/she is the sole author and holder of the intellectual property rights attached to each photograph. The Buyer guarantees that the photograph does not infringe on any intellectual property rights or any other rights of third parties.

By uploading his/her photograph on the Platform, the Buyer grants ManoMano the right to reproduce, represent, modify, adapt and exploit all or part of the photograph, by any technical and/or digital means known or unknown to date, in any type of format.

As a result of this transfer, ManoMano is in particular authorised to publicly exploit the photograph on the following media platforms:

- Websites owned by ManoMano (manomano.fr, manomano.it, manomano.es, manomano.de, manomano.co.uk, blog.manomano.fr, blog.manomano.it, blog.manomano.es, blog.manomano.de, blog.manomano.co.uk);

- ManoMano's social networks (Facebook, Instagram, Twitter, Pinterest or any other social network).

This transfer is granted free of charge and non-exclusively, for the entire world and for the entire legal duration of the intellectual property rights as from the uploading of the photograph by the Buyer.

4. How are reviews classified and displayed on the Platform?

Only reviews about purchased Product(s) are published on the Platform.

Reviews are displayed in chronological order, from the most recent to the oldest.

Reviews may be filtered by the score assigned to the Product by Buyers.

5. Do users receive compensation for leaving a review?

ManoMano wants to encourage users to submit reviews on the Products featured on the Platform. ManoMano therefore offers some of its Buyers a gift voucher to be redeemed on a future order when they leave a review on the Platform.

The publication of these reviews shall be accompanied by the words: "Review obtained in exchange for a promotional offer".

6. How are reviews moderated by ManoMano?

6.1 Moderating scores and comments

The scores and comments left by Buyers are published directly on the Platform.

Whenever a comment contains a prohibited term (a vulgar, offensive, etc. word or expression), the term is automatically masked by asterisks.

ManoMano then moderates scores and comments manually after they have been posted.

A comment may be removed from the Platform if ManoMano finds that it contravenes ManoMano's policy on reviews (see Clause 7 below). In such cases, the review is removed in its entirety from the Platform (score, comment and photograph(s) included).

6.2 Moderation of product photographs

Photographs of a Product illustrating the scores and comments left by the Buyer are not published directly on the Platform.

ManoMano moderates photographs manually prior to their publication.

A photograph is not published on the Platform if ManoMano finds that it contravenes ManoMano's policy on reviews (see Clause 7 below). In such cases, the review is removed in its entirety from the Platform (score, comment and photograph(s) included).

7. When may ManoMano decide not to publish a review on, or remove a review from, the Platform (score, comment, photograph(s))?

ManoMano may decide not to publish or to remove a Buyer's review in the following cases:

- **The review is not about Product:** e.g. the review includes a comment or photograph about the Seller, delivery, ManoMano, another Product, etc.
- **The review refers to a problem with the product's pre-sales/after-sales service or to it being dangerous or illegal:** e.g. the review includes a comment about, or photograph of, damage to the Product when in transit, non-compliance of the Product with the regulations in force, etc.
To notify ManoMano of any of the above cases, the Buyer must contact ManoMano Customer Service directly.
- **The review is unclear and/or inconsistent:** e.g. the review includes a negative score whereas the comment is positive; or a photograph does not show the Product, whereas the comment is about the Product, etc.
- **The content of the review is unintelligible or of poor quality:** e.g. the review includes an unintelligible comment, a blurred photograph, etc.
- **The review is misleading or deceptive:** e.g. the review was posted by the Seller, or left in exchange for financial compensation whereas there is no mention of the wording provided for in Clause 5, etc.

- **The review is for promotional or advertising purposes:** e.g. the review includes a comment or photograph promoting a product, service or company, along with a telephone number, email address, hyperlink, etc.
- **The review infringes on the rights of third parties:** e.g. the review includes a comment or photograph infringing on an intellectual property right, industrial property right or personality right (reproduction right, privacy right), etc.
- **The review is in breach of the applicable laws or regulations, public order, or standards of public decency:** e.g. the review includes a comment or photograph that is defamatory, injurious, obscene, pornographic, offensive, violent, or incites to discrimination, political violence, racism, xenophobia, sexism or homophobia etc.
- **The review contains personal data, sensitive data or confidential information:** e.g. the review includes a comment or photograph that contains a first or last name, an order number, a credit card number, an email address, etc.

When a review is removed from the Platform, ManoMano notifies the Buyer by email. ManoMano informs the Buyer of the reasons why his/her review has not been published.

ManoMano reserves the right to contact the review's author at any time.

8. May Sellers request the removal of a review?

Sellers may contact ManoMano to request the removal of a review from the Platform if they believe the review is in breach of ManoMano's policy on reviews (see Clause 7 above).

Sellers must justify their request to remove a review. ManoMano reserves the right to reject such removal requests.

9. May the Buyer change his/her review?

The Buyer may change his/her review of the purchased Product and/or of the delivery at any time from his/her Personal Account, by clicking on the "My Orders" tab then the "Change product rating and/or delivery rating" button, or by clicking on the "Product reviews" tab.

10. Are Buyers' reviews translated by ManoMano?

Product reviews may be translated into the languages of the countries in which ManoMano operates.

Reviews are translated automatically using the machine translation tool "Google Translate".