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Introduction

Trustme.lk website is the first and only Sri-Lankan website which is designed for collecting customer ratings and reviews. The website basically intends to collect reviews for online services, business and ecommerce platforms. At a glance consumers are able to get an overall picture about a company by seeing average ratings, and further consumers are able to read in-detail reviews posted by other consumers. This service developed to grow sales by reaching customer trust over your business with trusted consumer reviews & ratings.

◆ Aim of the Trustme

This website is designed to collect consumer experiences over the local and online business and make a true picture about the particular company. Thus customers can easily identify fraud, spam business and also the quality of the services. Hassle free shopping with trustme.lk

◆ How trustme work?

The trustme website provides a facility to list any local or online business on the trustme.lk website. Thus the same consumer or any other consumers able to post their experience on a particular service provider. Trustme.lk will calculate and show overall rating and consumer reviews on unique business profiles. In this case we don't use any copyright or trademark materials on trustme.lk website from 3rd parties unless the business owner claims his website and data accordingly.

◆ Who can post reviews?

We provide this service to anyone who is willing to write a review for any business, service provider or company. Reviewer must have a registered account with trustme to post a review.

◆ How to find companies, service providers to review?

Consumers can easily find business on trustme.lk website and can post their experience whether good or bad. If there is not available your search business you can add the business and could write a review for a particular company. However, the company must have a valid website/domain to start reviewing.

◆ Can trustme list companies without their permission?

We don't list any company, business or service providers here in trustme.lk website. We just provide facility and host to consumers, they have the right to decide what they are going to review. We don't need any permission as we do not use any 3rd party trademark or copyright content in trustme.lk website. Anytime consumers are able to add domains to the trustme.lk website as their desire and start reviewing.

◆ Will there be fake reviews?

We're fighting with fake reviews and we have implemented advanced technology to identify fake reviews.

Trustme Business Guide

◆ Why business should have trustme account?

We recommend trustme business accounts for reputed business, online services and companies to get consumer trust toward the company. Here we collect ratings and reviews on behalf of your company and business can deploy its reputation to its customers. That will be a great opportunity to build trust over the customers and primarily get them to purchase items, services online without hassle.

◆ How can we create an account?

Simply you can register with trustme.lk website just providing your basic details. After verifying your email you could get full access to your business account.

◆ How can I list my company?

Business users have option to list or claimed already listed websites/domains via its business email. Thus it can only claim by who have access to company email/domain email. Just in case if there is any issue with claiming website, it can ask support via contacting trustme team.

◆ What are verified companies?

After you verify your domain via email address, it automatically lists the verified company. Owners have to do nothing and this is automated service.

◆ Can we delete business profiles?

Yes, owners can delete business profiles anytime. But we don't delete reviews for primary domain. We remove all the data added by the

business account. But we don't remove the domain and its reviews from trustme.lk website.

As this site design for the good of the trustme community and we continuously provide our service to keep trust over business.

◆ How deal with spam/poor reviews

Getting 1-star review is not fake reviews, it may could depend on the service the consumer got or item purchased. Just ignore minor complaints and ratings. In any case received any review as spam or any review containing bad language, the team will remove the particular reviews and may be the reviewer account will be suspended. Furthermore, business account has a feature to reply its all reviews and explain the situation or give it feedback.

◆ Trust score widget

Trustme provides a marvelous feature called trust widget. Business owners could place this widget on its own website and expose trust score to its customers. That is the advanced precious service provide by trustme and anyone can place that widget on its own website just after claim its website on trustme.lk

◆ Cost of business account

Trustme business account free of charge and will have all the features for Free.

There is additional widget design which can be purchased for fee.

Terms and Conditions

Trustme.lk website consumers must agree and provide true and correct information upon creating accounts and posting reviews. Both business and consumer users must have to verify their account via valid email address before signing to the website.

◆ Consumer user accounts

1 user can only create 1 account and could post reviews for any listed business in the trustme.lk website. Posting spam reviews subject to account deletion and unable to claim back the account. Consumers must share its own genuine experience reviews under any listed company. Rating scour depends on the desire of the consumer.

◆ Business user accounts

Business users can claim 1 or multiple business via providing valid email and verifying through the provided email. It have right to add details about the business and logo of the company. Upon deletion of the account we only remove data provided by the owner and there is no deletion of reviews or domain name.

Privacy and Policy

Trustme never share any personal data to 3rd parties or any other websites. We only collect data for verify account and provide respected service to our customers.

◆ Personal data

We collect basic details upon registration and won't share any of your details with 3rd parties. Personal data will remain with trustme.lk site until your account deletion. In any case if user delete its account we remove all the data from our website.