

## **Frevora Reviews Policy**

### **Last updated June 1, 2024**

Frevora strives to maintain a high level of integrity with respect to published user content, including ratings, reviews, and photos. All public store reviews and photos are moderated by Frevora and are subject to approval before publishing. To maintain a safe and trustworthy community, any content that does not comply with Frevora's Review and Photo Guidelines will be removed.

To ensure the authenticity of our platform's reviews and photos, Frevora will never edit, alter, or change your review or photo in any way. As such, we may be unable to publish reviews or photos that do not meet our guidelines.

Our Review & Photo Guidelines were created with fairness and equity in mind for both Frevora customers and merchants. Frevora will never selectively choose to withhold publishing reviews based on a review's sentiment (e.g. positive, neutral, negative) or rating alone. We value your honest feedback.

To flag a published review for extra moderation, please report the review to our team at [help@frevora.com](mailto:help@frevora.com)

### Guidelines

#### First Hand Customer Experience

Public reviews and photo must be based on a genuine, first-hand customer experience with the store. Non-patrons or customers with a conflict of interest, including current and former employees, competitors, investors or owners should not leave a review for that store. Reviews which are suspected to be fraudulent will be removed.

#### Personally Identifiable Information (PII)

Reviews or photos that contain user phone numbers, email addresses, physical addresses, social security numbers, social media accounts, credit card numbers, or any other information considered personally identifiable will not be published. Please avoid submitting receipts and instead, take a photo of the item.

#### Relevance (Non-Merchant Content)

Review and photo content must pertain to your personal experience with a specific store (e.g. quality of items ordered, portion size, value for price). Only reviews or photos containing relevant store content will be posted. This is to ensure that merchants do not receive negative reviews for issues that were outside of their control.

The following comments are considered Frevora platform-related (and therefore not relevant to the store):

- Issues placing order
- Refund/Payment issues
- Platform Fees
- Issues with Frevora app

Reviews or photos containing content not relevant to the store may not be published.

#### Food Safety

In an emergency situation, please dial emergency services (911 for US/Canada) or visit your nearest Emergency Room.

If your review or photo contains a food safety concern (e.g. foodborne illness, foreign object), we will do our best to redirect these reviews to the appropriate team for investigation and resolution.

We encourage customers to reach out to our Consumer Support and Trust & Safety teams directly, where we can best address your concern:

- If you were not satisfied with your item quality, please follow the instructions [here](#) to file a report

- If you have experienced a serious allergic reaction or other serious food safety issue, our Trust & Safety team can be directly contacted at [help@frevora.com](mailto:help@frevora.com).

#### Spam and Fake Content

Your review or photo should reflect your personal experience as a genuine customer of that location. Reviews and photos which are suspected to be fraudulent will be removed. Reviews and photos containing promotional content or external links are considered spam and will not be published.

#### Solicitation

At this time, Frevora prohibits direct review solicitation from merchants. Stores should not request reviews directly from customers or offer incentives in exchange for a review, as this constitutes a conflict of interest. Reviews which are suspected to be fraudulent will be removed.

#### Profanity

Profanity of any kind, including mild profanity, acronyms, and profane symbols or emojis is not allowed. Please keep reviews appropriate for all members of our community.

#### Discriminatory or Derogatory Content

Community members are expected to exhibit respect toward everyone in the Dehumanizing or discriminatory language, hate speech or bigotry of any kind, threaten or advocate for harm, or constitute harassment, intimidation or bullying are unacceptable and will not be published. Frevora does not tolerate discrimination on the basis of race or ethnicity, religion, disability, age, nationality, sexual orientation, gender, or gender identity.

#### Sexually Explicit Content

Sexually explicit content will not be posted, regardless of intent. This includes reviews and photos that contain unwelcome or inappropriate sexual content, allusion to sexual

acts or activities, emojis, etc. Please keep submitted content appropriate for all members of our community.

#### Violence, Threats of Violence

The safety of our community is extremely important, and we're firmly committed to ensuring that everyone can use Frevora safely and reliably. Any behavior that threatens or undermines the safety of our community is not tolerated. These include, but are not limited to, any behaviors that risk harm to people or property; acts or expressions that are physically or verbally threatening; direct or implied threats of violence. Frevora retains the right to take any action(s) deemed appropriate, including Frevora account termination and reports to law enforcement.

In an emergency situation, please dial emergency services (911 for US/Canada) or contact local police. If you experienced a serious health or safety emergency, we encourage you to create a report of this directly with our Trust & Safety team by mailing us at [help@frevora.com](mailto:help@frevora.com)

#### Terroristic Content

The following is not allowed on our platform: Any views or photos that are viewed as supporting terrorism, terrorists and organized hate, any mention of a terrorist group or organization, any content that leads to radicalization or proclamation of a violent mission or recruitment. Frevora retains the right to take any action(s) deemed appropriate, including Frevora account termination and reports to federal agencies or local authorities.

#### Off Topic

Reviews and photos should be based on your experience with a specific store. Frevora is not meant as a forum for general political or social commentary. Off-topic content will not be published.

#### Offensive Content

Frevora reserves the right to remove any content otherwise deemed inappropriate or offensive.