

Guidelines for **Secure** Transactions on the **WeCan Platform**



Dear Customer,

To ensure your collaboration with service providers is as safe as possible, please review our recommendations:

1. Transaction Security

- Do not transfer any payments before signing a contract. We offer contract templates prepared by legal experts to safeguard your transactions.
- Avoid paying advances for materials to prevent fraud. All payments should be made directly between you and the service provider after signing the contract.
- Confirm the provider's credentials during an in-person meeting. Ask them to provide the documents listed on their profile and verify them carefully.
- Never make cash payments without proper documentation to support the transaction.

2. Profile and Reviews

- Carefully review the service provider's ratings and feedback. We encourage you to explore the experiences of other clients on the platform.
- Always leave a review after your order is completed. This helps maintain a high level of trust on the platform and assists others in making informed decisions.
- Check for insurance coverage. Some service providers on the platform carry insurance for their work. Make sure the provider is insured if the task involves potential risk to property.

3. Caution

- Avoid clicking on external links shared by platform users, and never enter your banking information on suspicious websites.
- Do not share personal information or banking details. Keep all communications within the platform to ensure conversation history is logged and your data is protected.

4. Dispute Resolution

- Contact WeCan Support if you encounter any issues or suspect fraudulent activity. We are here to help resolve any concerns you may have.
- Be cautious when dealing with service providers whose profiles appear incomplete or suspicious. Report any concerns about a provider's profile to our support team.

We are here to assist you at every step. If you have any questions, please reach out to us via the platform's internal chat or contact our support team.



Best regards,
The WeCan Team



+420 234 149 141



info@wecan.cz

