

Ambayo Rating and Review System

It's always wise to have a reference point to gauge your trust in the person on the other side. On the Ambayo platform, you can share whether you are satisfied or dissatisfied with a particular user, helping others like you make informed decisions. We believe that user ratings and detailed feedback can help build trust and guide decision-making within the Ambayo community.

Steps for the Rating and Review Process:

1. **Minimum Registration Requirement:** To participate in the rating process, a user must be registered for at least 30 days. This ensures that only those who have had enough time to get acquainted with the platform are eligible to rate and review others.
2. **Communication Requirement:** A buyer can rate a seller only if they have had a significant conversation. This conversation must contain a certain number of words to ensure that the interaction is meaningful and the buyer has enough experience with the seller to provide a fair and informed rating.
3. **Selection of Eligible Buyers for Rating:** Not all buyers can rate sellers. Only 50% of buyers, selected randomly, will receive an invitation to rate the seller. These randomly chosen buyers will receive an email and push notification 14 days after their initial chat with the seller, inviting them to leave a rating and review.
4. **Review Submission Period:** After receiving the email and notification, the buyer has 30 days to write their review and submit their rating. During this period, they will have access to a conveniently placed "Write Review" button, guiding them through the feedback process.
5. **Seller's Right to Respond:** The seller has the opportunity to respond to the buyer's review within 30 days of receiving the review. This mutual communication encourages a balanced and fair dialogue, contributing to a more trustworthy and transparent community.
6. **Finality of Reviews and Ratings:** Once a review and rating are posted, they cannot be edited. This rule ensures the integrity and finality of the feedback, encouraging buyers to carefully consider their words before submitting their reviews.
7. **Interval for Re-Rating the Same Seller:** A buyer can rate the same seller again only after a minimum interval of 30 days. This rule prevents frequent and potentially biased ratings.

Detailed Rating System

- **Scale and Stars:** The rating system operates on a scale from 1 to 10, which translates into a 5-star system (one star corresponds to a rating of 2).
 - **Conversion Examples:**
 - Average rating 1 = 1/2 star.
 - Average rating 2 = 1 star.
 - Average rating 3 = 1 1/2 stars.
 - Average rating 4 = 2 stars.
 - Average rating 5 = 2 1/2 stars.
 - Average rating 6 = 3 stars.
 - Average rating 7 = 3 1/2 stars.

- Average rating 8 = 4 stars.
- Average rating 9 = 4 1/2 stars.
- Average rating 10 = 5 stars.

Star Color Coding

- **Green:** If most buyers rate the seller between 7.5 and 10, it indicates that buyers are very satisfied with the seller's services.
- **Yellow:** Ratings between 5.0 and 7.4 indicate that most buyers are satisfied with the seller.
- **Orange:** Ratings between 2.5 and 4.9 show that buyers are not completely satisfied with the seller.
- **Red:** Ratings from 0 to 2.4 reflect that buyers are generally dissatisfied with the seller.

Comment Requirements

- **Positive Ratings:** If the rating is positive (between 5.0 and 10.0), writing a comment is optional. The system recognizes that a high rating speaks for itself, and additional comments are not necessary.
- **Negative Ratings:** If the rating is negative (between 0.0 and 4.9), it is mandatory for the buyer to write a comment explaining their dissatisfaction. This requirement ensures that the seller receives constructive feedback and understands areas needing improvement.

Anonymity and Visibility

- **Buyer Anonymity:** To protect buyers' privacy, their names will be partially obscured. Only the first letter of the first name and the first letter of the last name will be shown, with the rest replaced by asterisks (e.g., Satoshi Nakamoto will appear as S***N*****).
- **Visibility of Review Details:** The date of the rating, the buyer's country flag, and the comment window will all be visible. This transparency ensures that other users can gauge the context and credibility of the provided feedback.