

# How Reviews Work on ShopCity.com

If the review is good - 3 stars or better - the review goes live right away and you are notified by email.

If it's bad – less than 3 stars - the review does not go live, you are notified by email and invited to respond.

## Your choices are:

- Respond & try to make amends
- Do nothing and let the review go live
- Take down reviews altogether - both good & bad reviews will be removed and a notice will be posted.

If you do not respond within 72 hours, the review will be posted automatically.

If you try to make amends, you can do so through the online form that is provided.

## The reviewer will then have the option to:

- Post the review as is - which will also post your comments & attempts to rectify the situation
- Edit the review to make it more positive
- Delete the review completely

If the reviewer does not respond within 5 business days, the review will be removed.

