

Understanding Feedback

Feedback represents your reputation as a Classic Car Community product/service provider. It's made up of comments and ratings left by other members who have used your services or purchased your products.

How Feedback works

Whenever a member purchases your products or uses your service, we ask them to leave feedback about their experience or transaction with your company. At the same time we allow you, the product/service provider, to respond to the member's feedback. Over time, product/service providers of the Classic Car Community develop a Feedback Profile, or reputation, based on the comments and ratings left by community members. The Feedback Score is one of the most important pieces of a Feedback Profile.

How are Feedback Scores calculated?

For each transaction, community members can choose to rate each service by leaving Feedback. Community members can leave a score based on quality and pricing, plus a short comment. Your **Price** will be rated in three ways; 1 out of 3 reflects that you are a bargain provider, 2 out of 3 reflects that you are priced adequately and 3 out of 3 means you demand the most for your services. Your **Quality** will also be rated in three ways; 1 out of 3 reflects that you provided poor craftsmanship and/or poor service, 2 out of 3 reflects adequate craftsmanship and/or adequate service, 3 out of 3 reflects great craftsmanship and/or great service. The goal is to receive the highest Quality score (closest to 3) with the lowest Price score (closest to 1). Each score will represent the average of all the members that ranked you.

Why leave Feedback?

Leaving honest comments gives the community a good idea of what to expect when dealing with those product/service providers. Leaving Feedback is also a good way to increase the goodwill of the Classic Car Community by expressing your appreciation for a job well done. Finally, community members can help spread the word about a service provider they like. As the product/service provider, you can help recognize and reward loyal customers, which encourages them to buy from you again.

Should I leave neutral or negative Feedback for a seller?

Feedback comments become a permanent part of a product/service provider's record. If you are a buying community member, contact your service provider to try to resolve any issues before leaving neutral or negative Feedback. Please make sure that your comments are fair, based on fact, and relate to the specific transaction for which you received the Feedback request.