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General

What is ToddlerTrunk?

ToddlerTrunk is an online marketplace where parents buy, sell, and trade their gently used, handmade, and new kids' stuff.

Because ToddlerTrunk was designed for busy parents, it's different from other resale sites:

- ToddlerTrunk provides a safe community for buying and selling pre-loved items (no scams!).
- Facebook Connect means you can see which of your friends are on the site, and you have a better chance of knowing if the seller or buyer is a friend, neighbour, or acquaintance.
- Listings are promoted on Facebook, Twitter, and Pinterest, giving your listing greater visibility.
- ToddlerTrunk's intuitive categories make shopping easy.
- Earn Rubies (ToddlerTrunk's online currency) to get free items.

Does it cost anything to use ToddlerTrunk?

ToddlerTrunk is completely free to use and always will be.

We hope to keep the site running through advertising. That means you can do your part by telling your friends about ToddlerTrunk!

How do I create an account?

To create an account, click the yellow "Sign In" button in the top right-hand corner of the page.

You can sign in with your Facebook or Twitter account. If you sign in with your Facebook account, you will be able to see which of your friends have visited ToddlerTrunk.

If you prefer, you can create a new ToddlerTrunk account instead:

1. Click the yellow "Sign In" button in the top right-hand corner of the site.
2. Scroll down to "New User."
3. Fill in the form.
4. Click "Sign up."

How do I sign in?

Click the yellow "Sign In" button on the top of the page. Sign in with the same method you used to register (for example, if you registered with your Facebook account, then sign in with your Facebook account).

How do I view my account information or change my password?

To view or change your account information:

1. Click "Account" in the top menu bar.
2. Click the "My Account" tab.

How do I view and respond to messages?

When someone contacts you through ToddlerTrunk, you receive an email. Click the "Reply" link in the email to visit ToddlerTrunk and respond to the message.

If you deleted the email, you can still view and respond to the message:

1. Visit ToddlerTrunk.com and sign in.
2. Click the "Account" button located at the top of the page.
3. Click the "Conversations" tab. Messages are grouped according to item.
4. Click the green "View Conversation" button.

What is a trunk item?

Sometimes posting one item at a time gets tedious. A trunk lets you bundle a few items and post them together. This makes cleaning up your closet a little bit faster.

Selling

How do I post an item for sale?

To post an item for sale:

1. Click the yellow "Post Item" button located at the top of the page.
2. Fill in the item's information. You can choose to sell your item for money or for Rubies.
3. Click "Next" and confirm your listing.

Please note that some items, such as car seats and safety gates, must meet safety regulations before they can be re-sold. Check the Health Canada website for more details.

Does my item appear on the site immediately?

Yes, it does.

How do I view, edit, or delete a listing?

To view, edit, or delete your listing:

1. Click the "Account" button located at the top of the page.
2. Click the "Postings" tab.
3. Click "View", "Edit," or "Delete."

How do I complete a sale?

You receive an email when someone wants to buy your item. To accept the buyer's purchase request:

1. Click the "Accept and Reply" link in the email message. You will be taken to ToddlerTrunk.com and a pop up will appear.
2. Click "Confirm."
3. Send the buyer a message to arrange pick-up or shipping of your item. In most cases, the buyer and seller meet in person and the buyer pays cash.

What if I deleted the email notification, but want to complete the sale?

If you accidentally delete the email, you can accept a purchase request from the item's Conversation page.

To do this, sign into ToddlerTrunk, then:

1. Click the "Account" button located at the top of the page.
2. Click the "Conversations" tab. Find the item the buyer contacted you about.
3. Click the "View Conversation" button.
4. Click the "Accept" button on the left side of the page. A pop-up will appear. Click "Confirm."

Remember to send the buyer a message to arrange pick-up or shipping of your item. In most cases, the buyer and seller meet in person and the buyer pays cash.

What if my picture is not uploading?

Send an email to info@toddlertrunk.com and we'll resolve the issue as soon as possible.

What if I don't want money for the item? I'm more interested in de-cluttering my house.

If you want to give an item away, post it for Rubies. Since ToddlerTrunk members earn free Rubies by using the site, this is the same as giving the item away. If you decide to buy something through ToddlerTrunk later on, you can use the Rubies you earned from selling your item.

Buying

How do I buy an item?

To buy an item:

1. Click the yellow "Contact" button on the listing.
2. Click the blue "Pay" button on the left side of the page. A pop-up will appear.
3. Click "Confirm."

A purchase request will be sent to the seller. Once they accept your request, the item will be listed as sold. You will have to contact the seller to arrange pick-up or shipping of the item. In most cases, the buyer and seller agree to meet in-person and the buyer pays cash for the item.

If you are buying the items with Rubies, the Rubies will automatically be deducted from your account when the seller accepts your purchase request.

How do I contact a seller?

To contact a seller:

1. Click the yellow "Contact" button on the listing.
2. Type your message and click "Send."

When the seller responds, you will receive an notification. Click on the "Reply" link in the email to send another message to them.

Is it safe to buy pre-owned kids' items?

Most children's items are safe to re-use.

Items such as car seats and safety gates must meet safety regulations before they can be re-sold. Check the Health Canada website for more details.

If you have any questions or safety concerns about a product, make sure to contact the seller and ask questions before buying the item.

Rubies

What are Rubies?

Rubies are ToddlerTrunk's online currency. You can use them instead of cash to buy and sell items on ToddlerTrunk. One Ruby is worth \$10.

Rubies let you give items away while earning something in return, and they help you save money on much-needed children's items.

How do I earn Rubies?

You receive Rubies by selling items for a Ruby amount.

You also earn free Rubies when you:

- Sign-up for Toddlertrunk = 5 Rubies (\$50 value)
- Invite a friend = 4 Rubies (\$40 value)
- Post an item for sale = 2 Rubies (\$20 value)
- Log-in = 1 Ruby (\$10 value)

The number of Rubies you have is displayed at the top of the site, next to the city drop-down box.

How do I sell an item for Rubies?

When you post an item for sell, select the Rubies option.

When you accept a buyer's purchase request, the Rubies will be automatically deducted from their account and added to yours.

How do I buy an item with Rubies?

To buy an item with Rubies:

1. Click the yellow "Contact" button on the listing.
2. Click the blue "Pay Rubies to buy this!" button on the left side of the page. A pop-up will appear.
3. Click "Confirm."

A purchase request is sent to the seller. When they accept the request, the Rubies will be automatically deducted from your account and added to the seller's account.

Please note, that you can only use Rubies to buy items that are listed for Rubies.

What if I don't want to use Rubies?

You can sell and buy items for money, if you prefer.

Site Polices

What's your privacy policy?

The information that you supply us (such as registration data) is subject to our privacy policy. You can view our privacy policy [here](#)

How safe is my info?

Your privacy is very important to us. We will never sell or share your information with any other party.

Will I get the customer support that I'm used to?

We want to keep our members happy! So we'll do whatever we can to keep you coming back to ToddlerTrunk. If you have any questions or comments, simply email us at info@toddlertrunk.com