



Content

- Carousell- How It Works
- Installing Carousell
- Setting up a Carousell Account
- Selling on Carousell
- Buying on Carousell
- Safety Tips



Carousell- How It Works



Sell what you don't need- reclaim your cash and make extra money for the more important things in life by selling them on the Carousell marketplace.



Save \$ when you shop- find brands at even better prices from Carousell!



Friendly Community- Deal with people just like you and me! Start chatting with our friendly community to start!

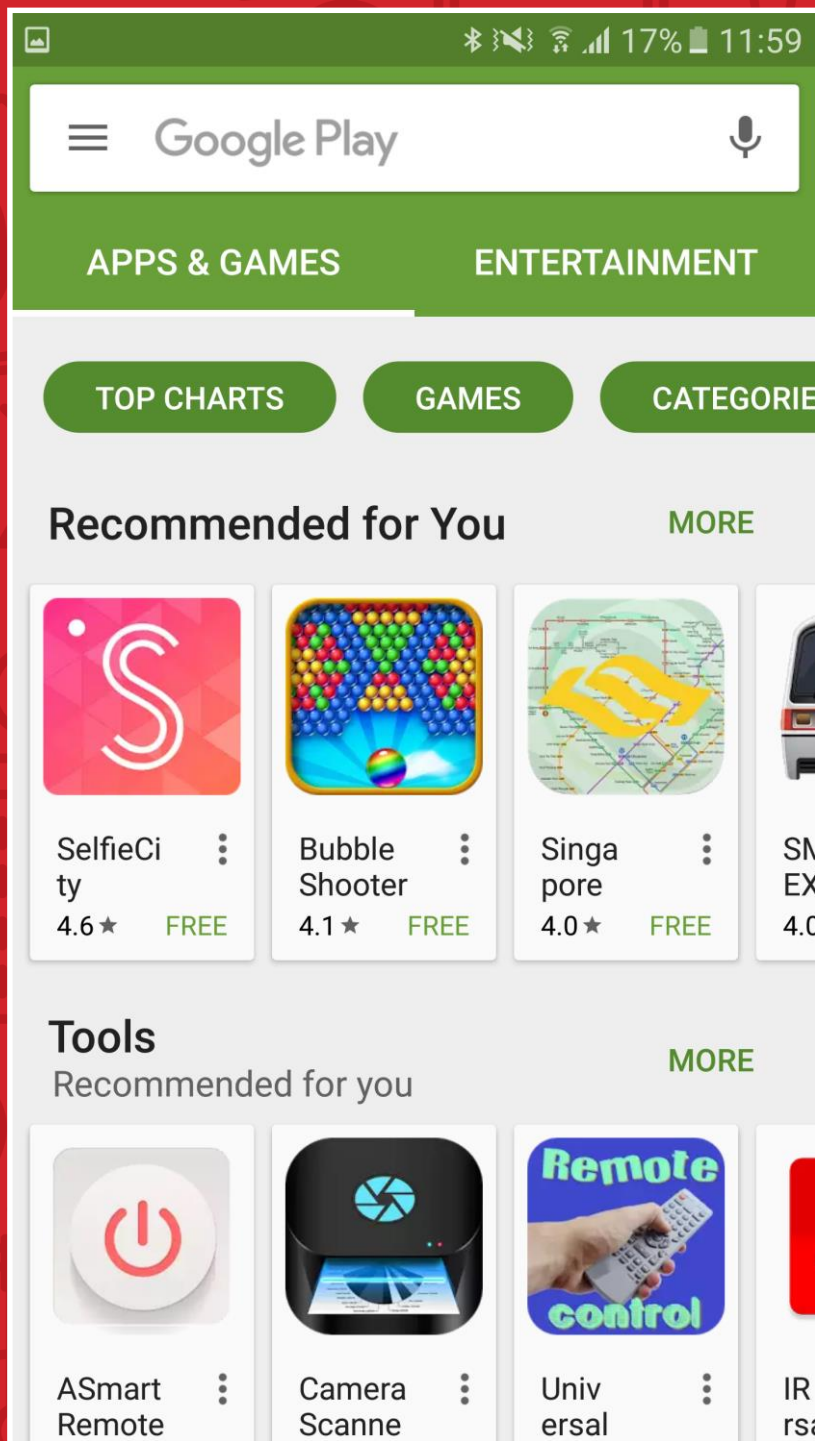


We have a dedicated team of support staff that is here to answer your questions. support@thecarousell.com

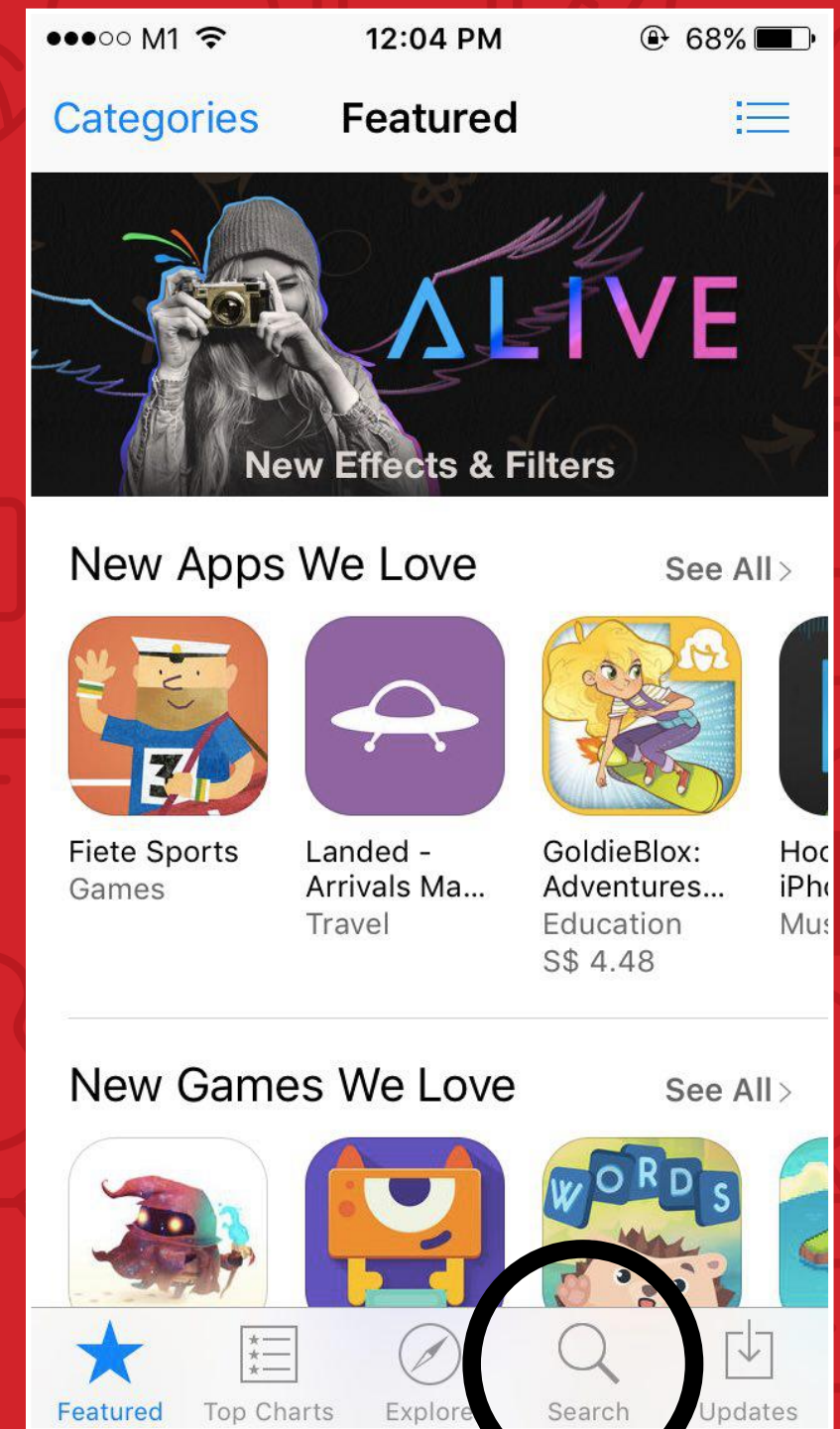
Installing Carousel



Android



iOs

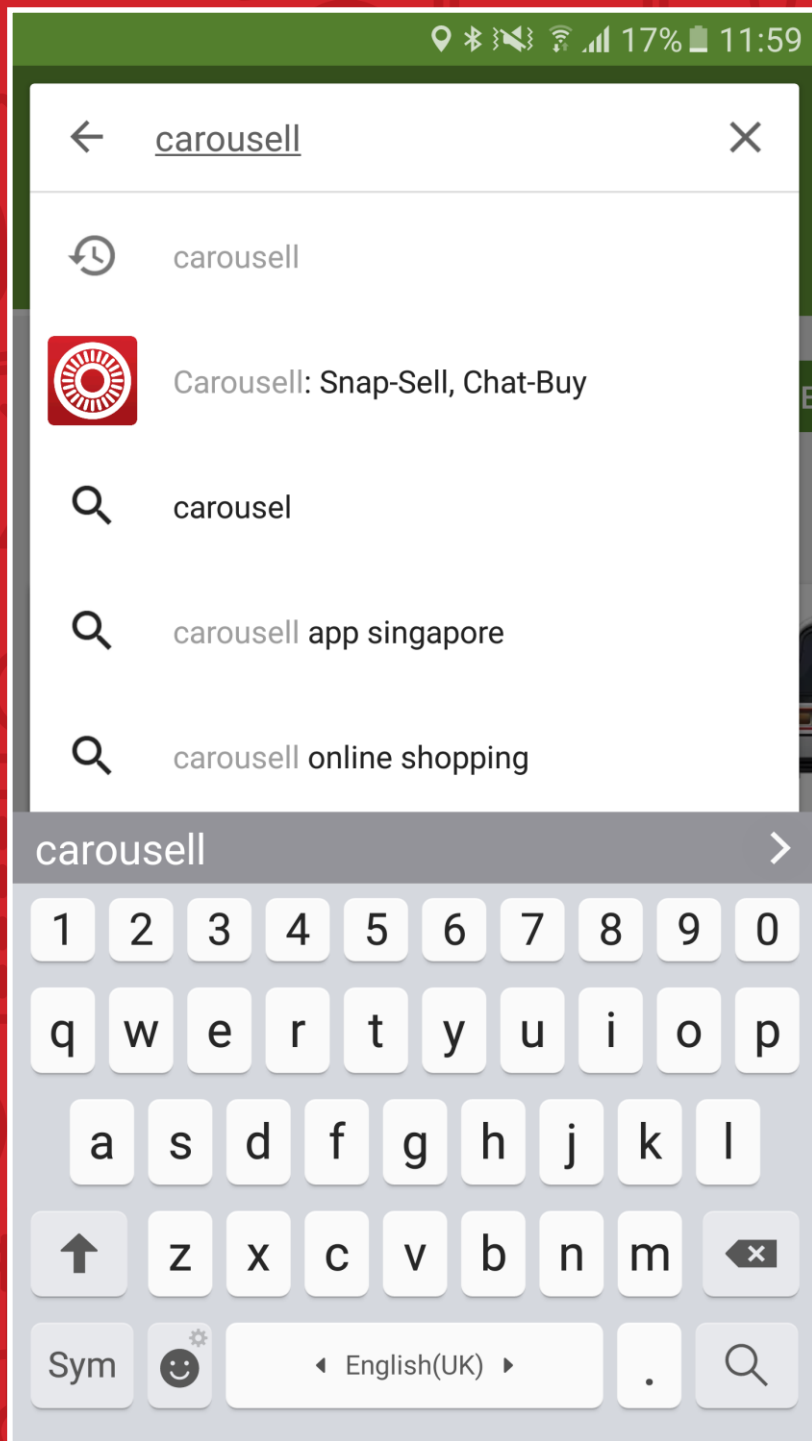


Open your
Playstore

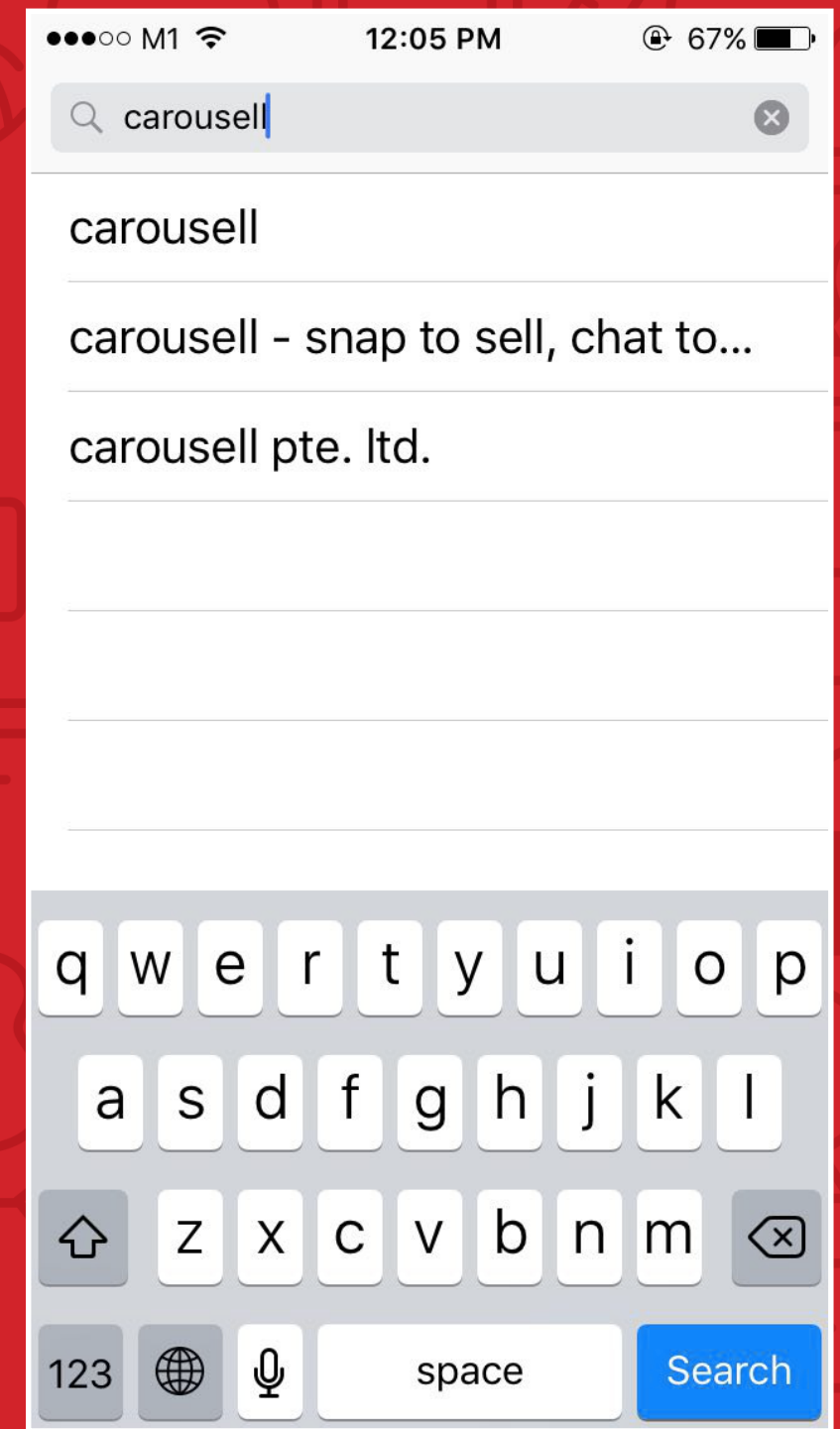
Installing Carousell



Android



iOs



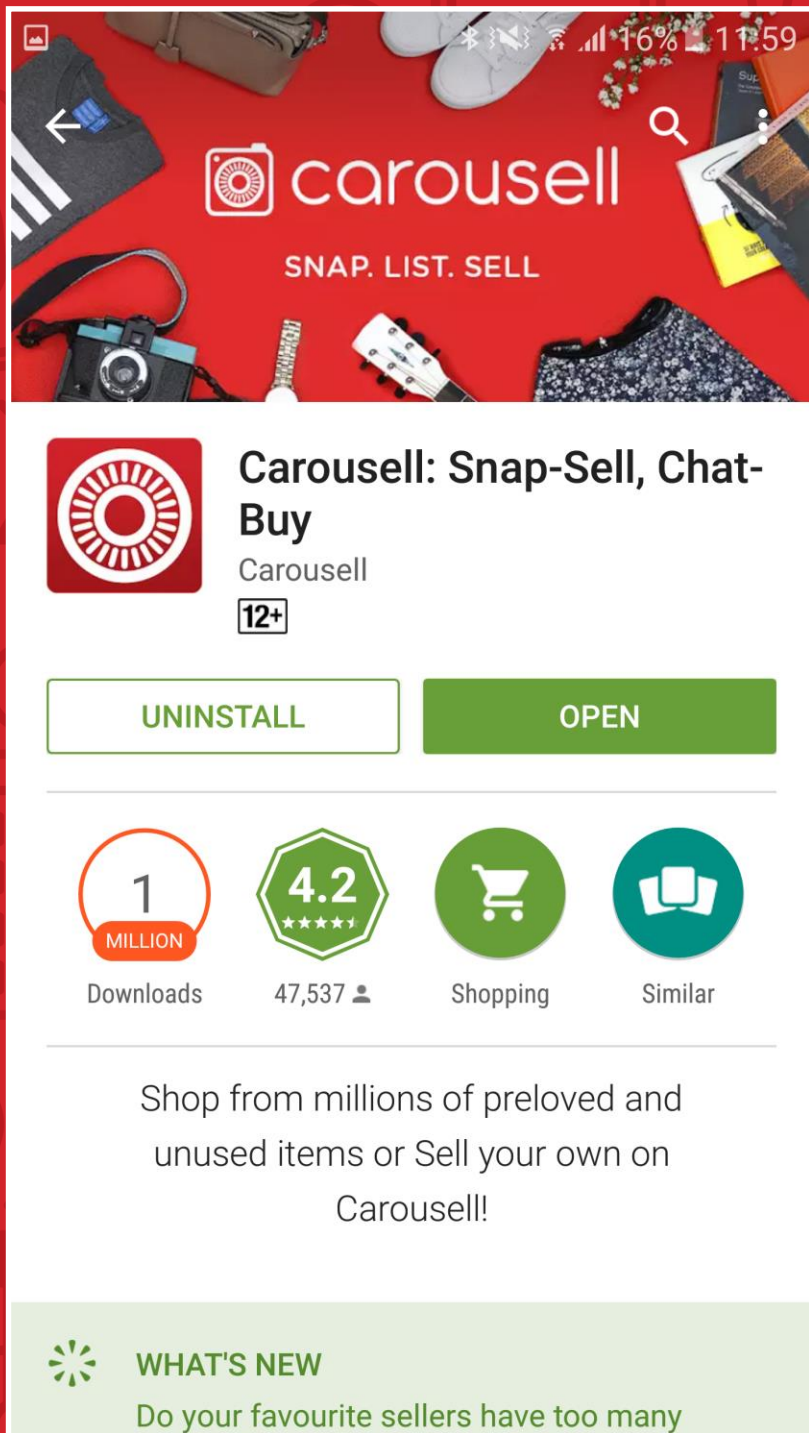
Search
"Carousell"



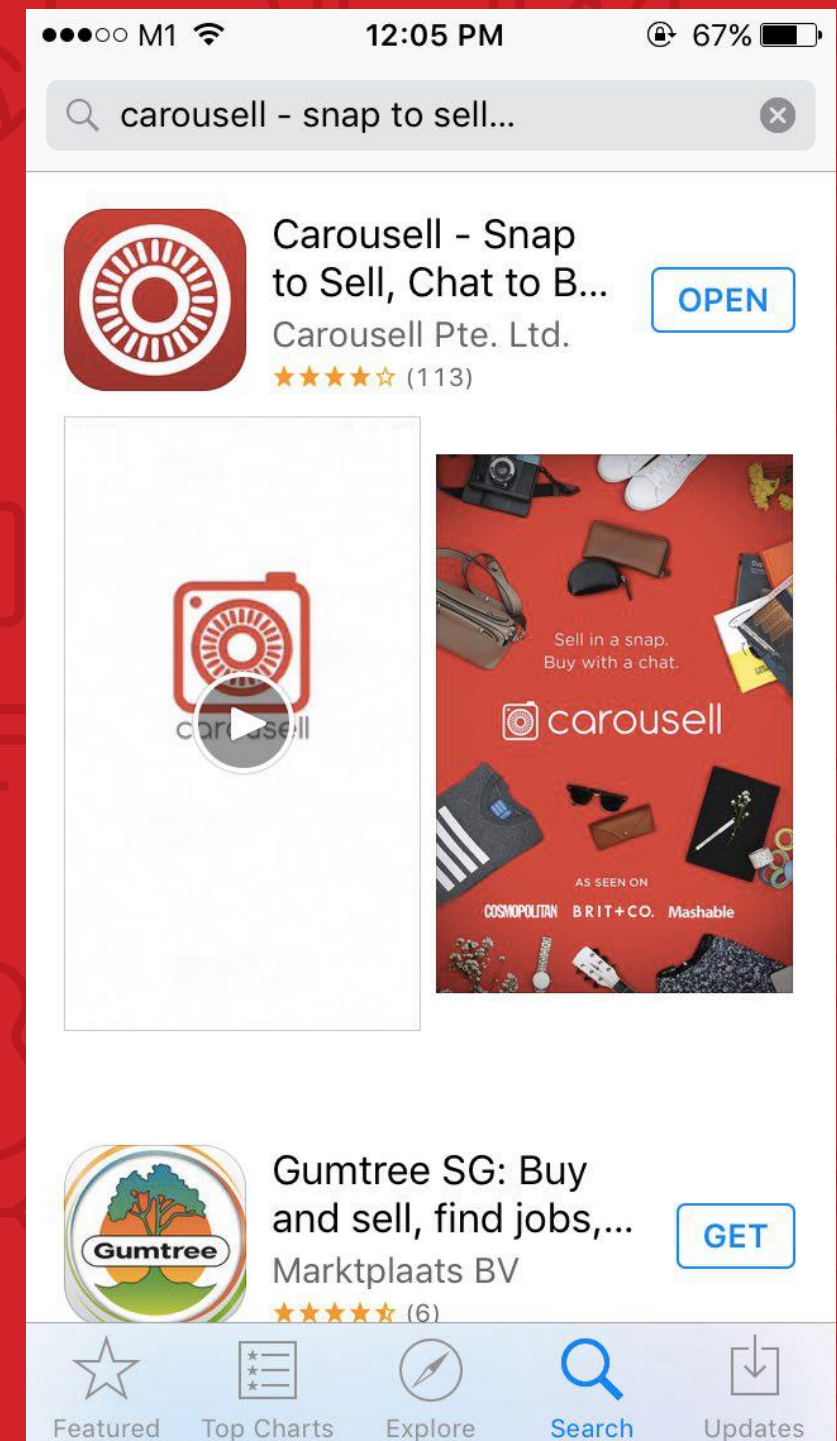
Installing Carousell

Android

iOs



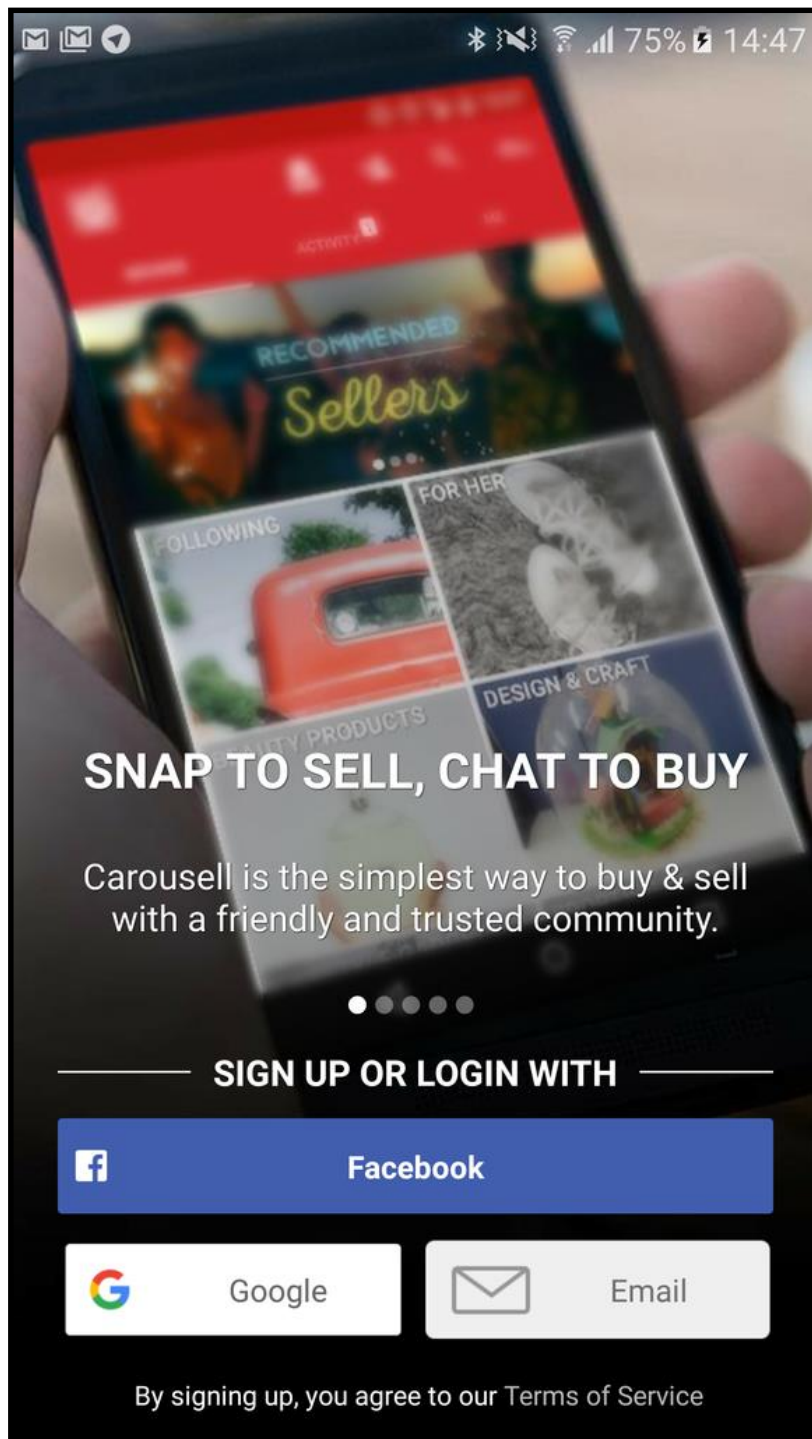
Click "Install"
& Start
Downloading



Setting Up A Carousell Account

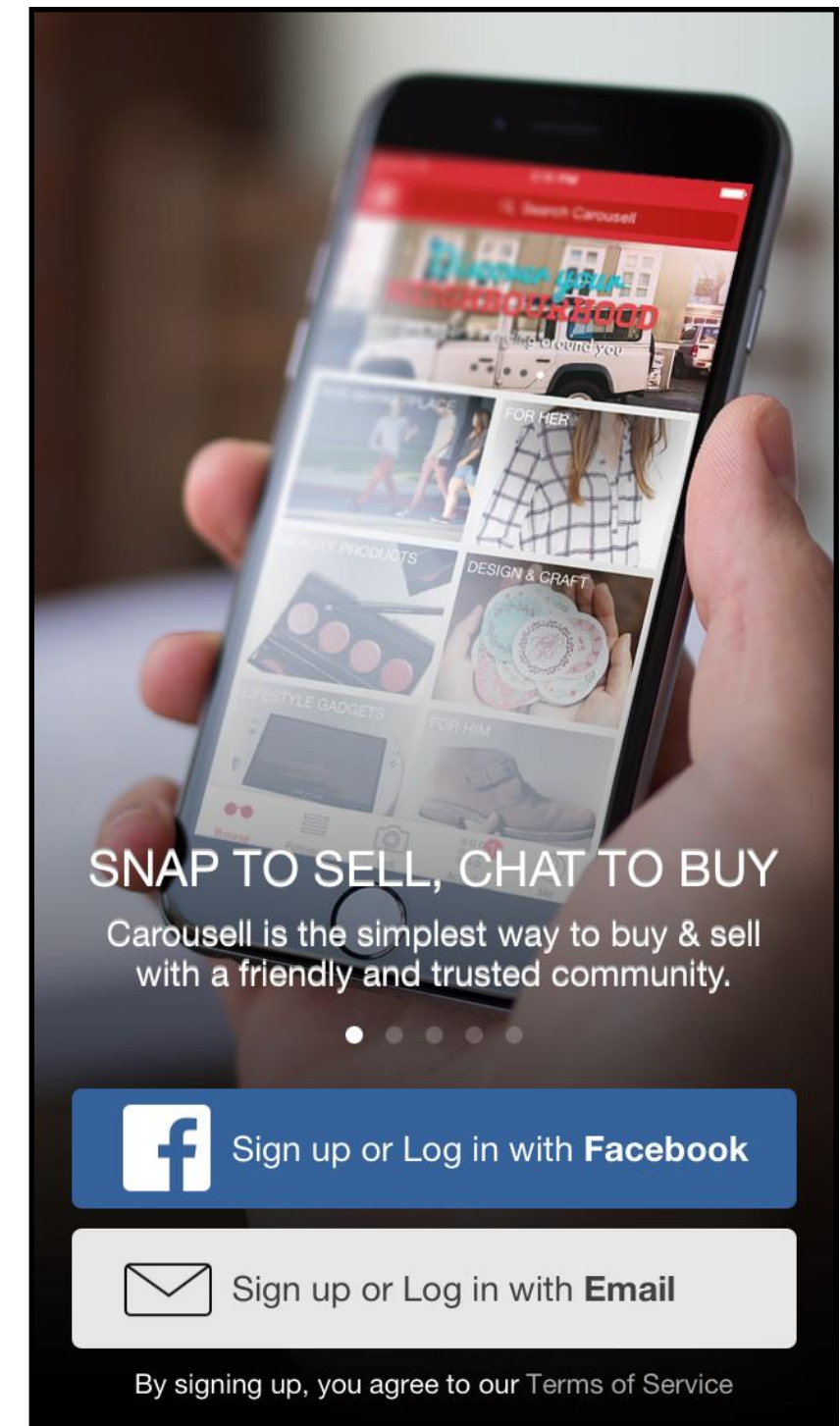


Android



Sign up
through Facebook
or Email

iOs



Setting Up A Carousell Account



Android

The Android app interface for creating a new account. At the top, there is a red header bar with a back arrow, the text "Create new account", and a "SIGN UP" button which is circled in black. Below the header, there are two tabs: "SIGN UP" (active) and "LOGIN". The main content area features a large circular placeholder for a profile picture with a plus sign and the word "Photo". Below this are four input fields, each with an icon on the left: a person icon for "Username", a lock icon for "Password", an envelope icon for "Email", and a location pin icon for "My City". The "Email" field has a red exclamation mark icon at the end, indicating a validation error. At the bottom, there is a link: "By proceeding, you agree to Carousell's [Terms of Service](#) and [Privacy Policy](#)".

For email signup,
fill up information
accordingly
please use gmail

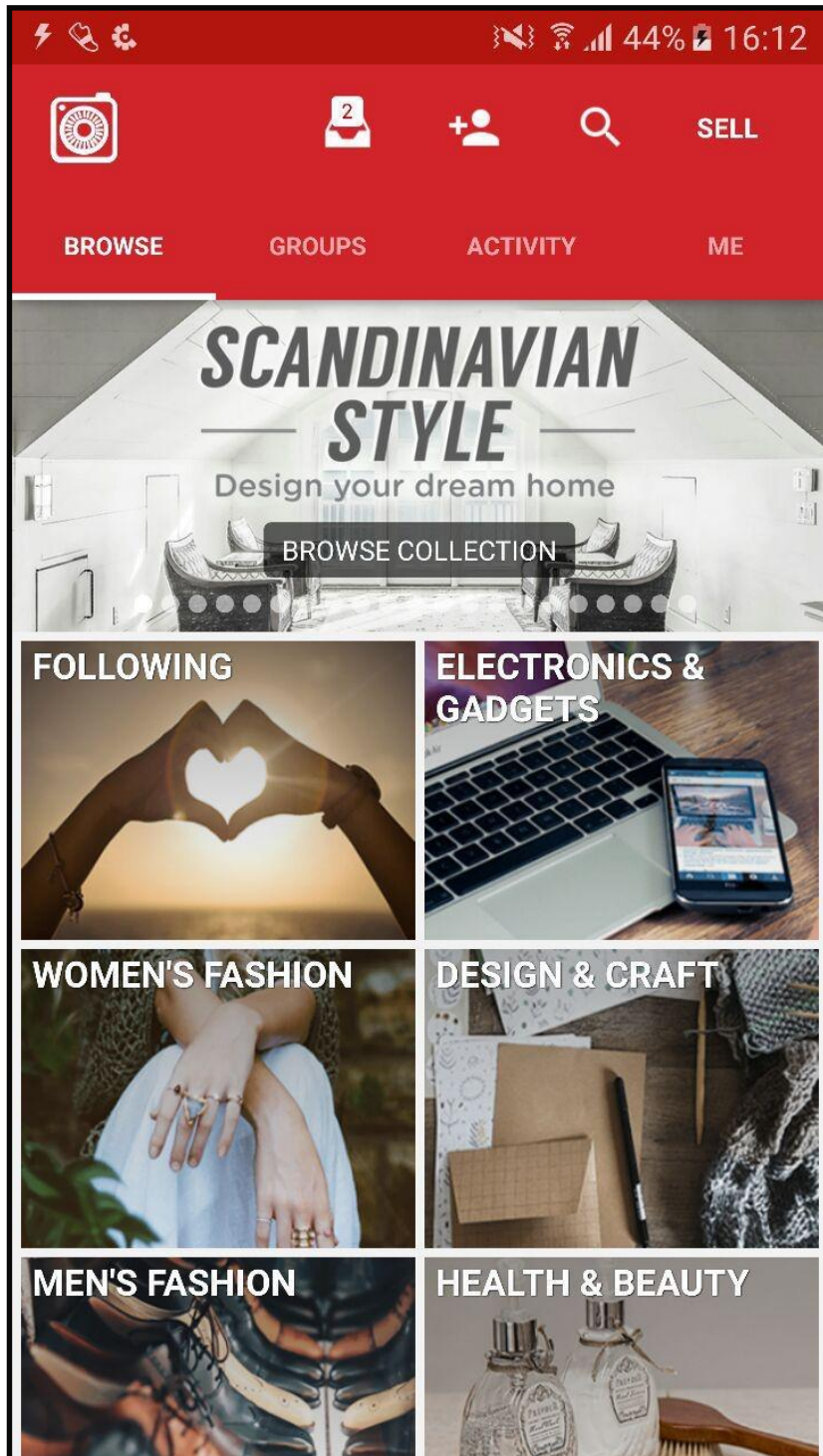
iOs

The iOS app interface for creating a new account. At the top, there is a red header bar with "Cancel", "Sign up", and a "Done" button which is circled in black. Below the header, there are two tabs: "Sign up" (active) and "Log in". The main content area features a large circular placeholder for a profile picture with a plus sign and the word "Photo". Below this are four input fields, each with an icon on the left: a person icon for "Username", a lock icon for "Password", an envelope icon for "Email", and a location pin icon for "My City". The "My City" field shows "Singapore, Singapore" with a chevron icon on the right. At the bottom, there is a link: "By proceeding, you agree to Carousell's [Terms of Service](#) and [Privacy Policy](#)".

Setting Up A Carousell Account

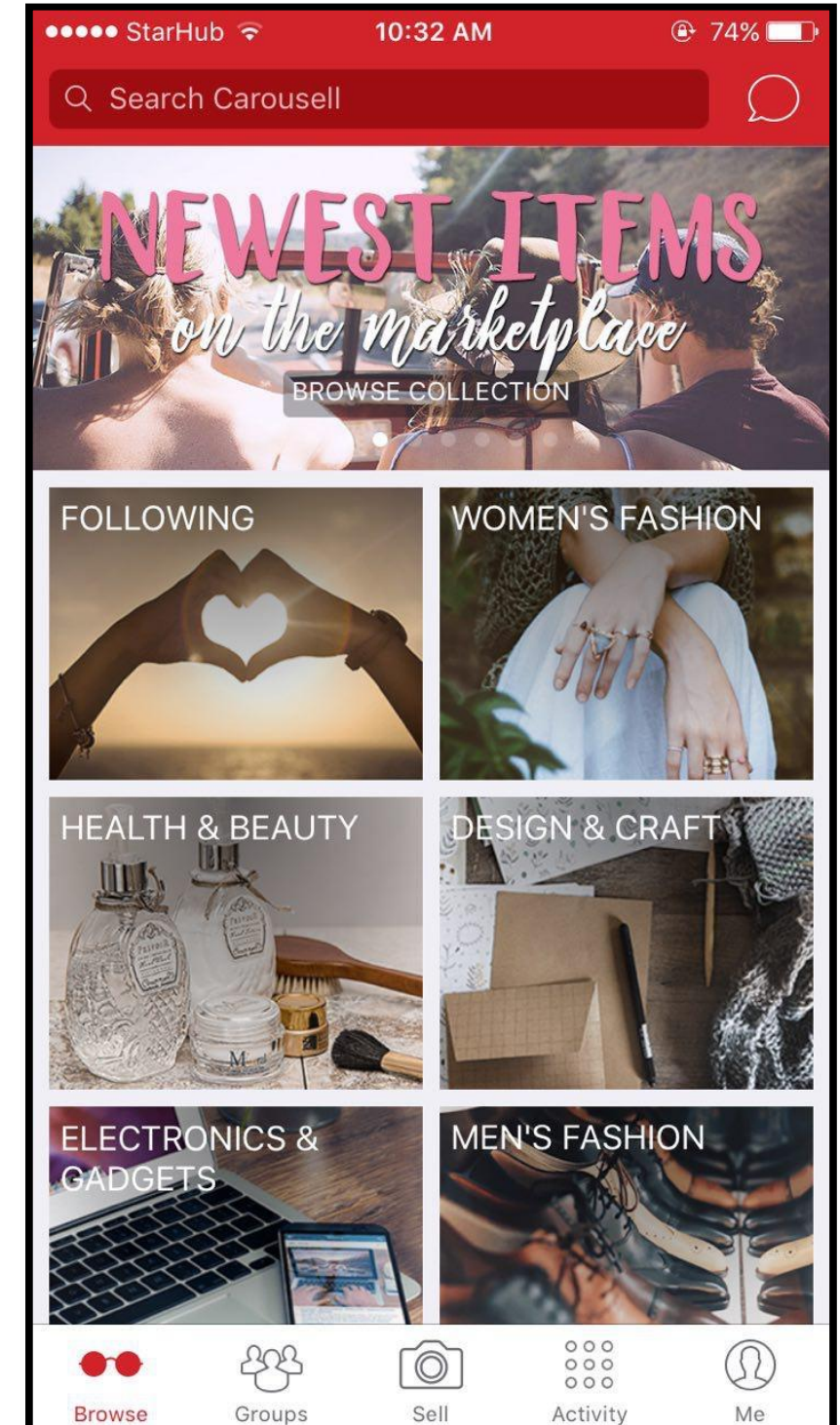


Android



Congrats! You have
successfully
created your
Carousell account

iOs



Activating Your Carousell Account



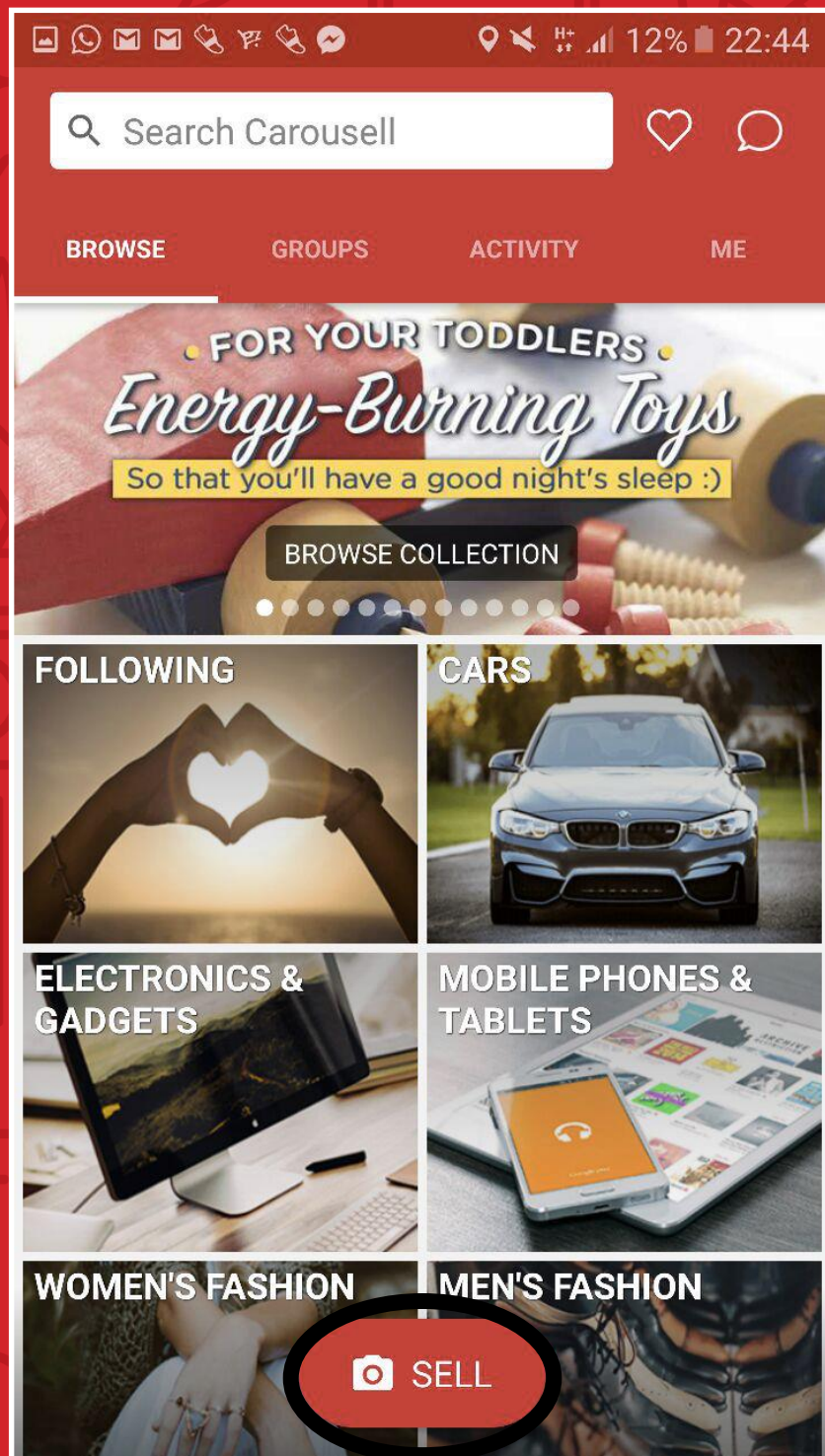
Please take some time to check your email (the one you used for registration) for the verification email.
Click on the link in the email to activate your account.

Listing your first item for sale

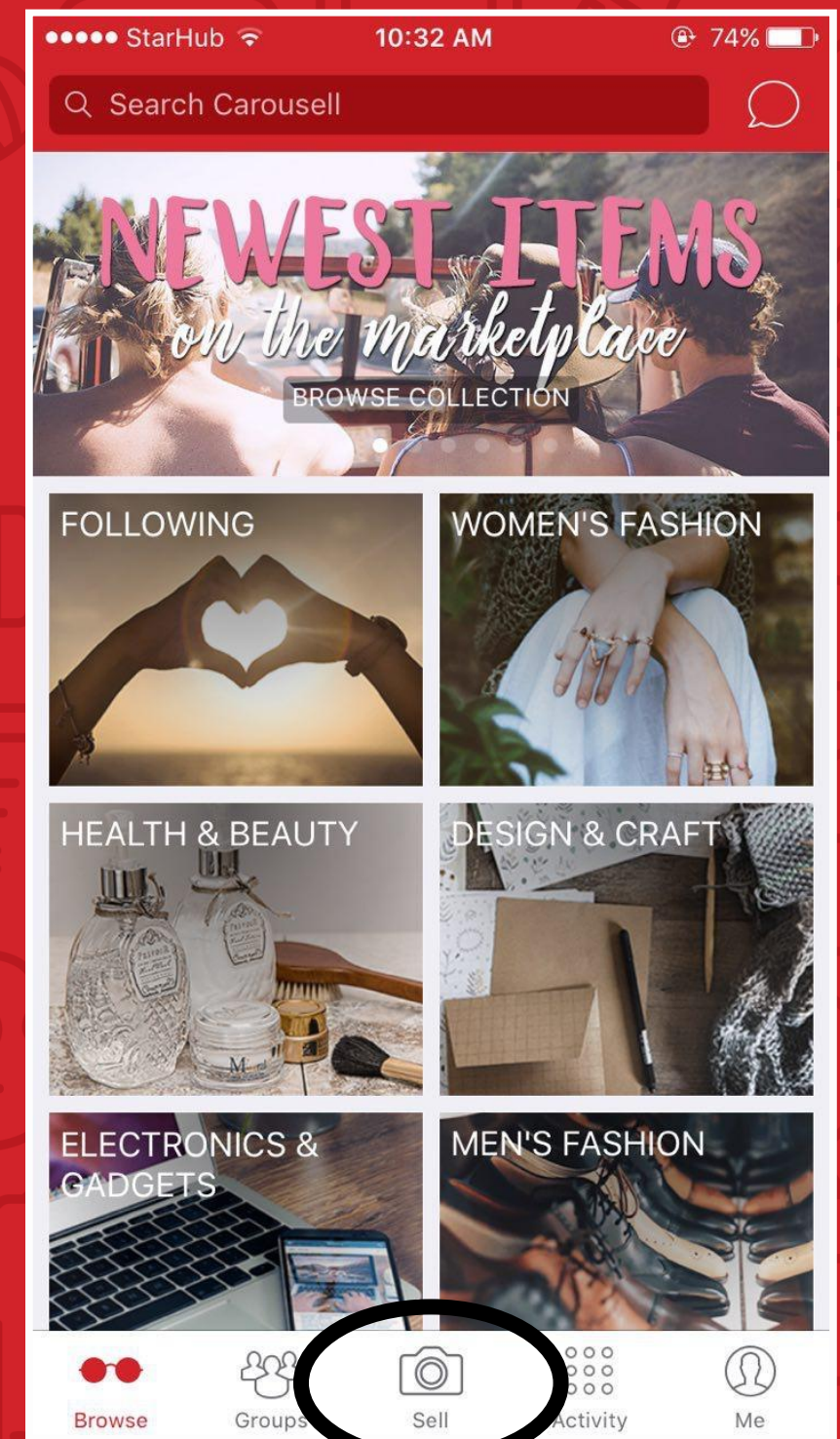


Android

iOs



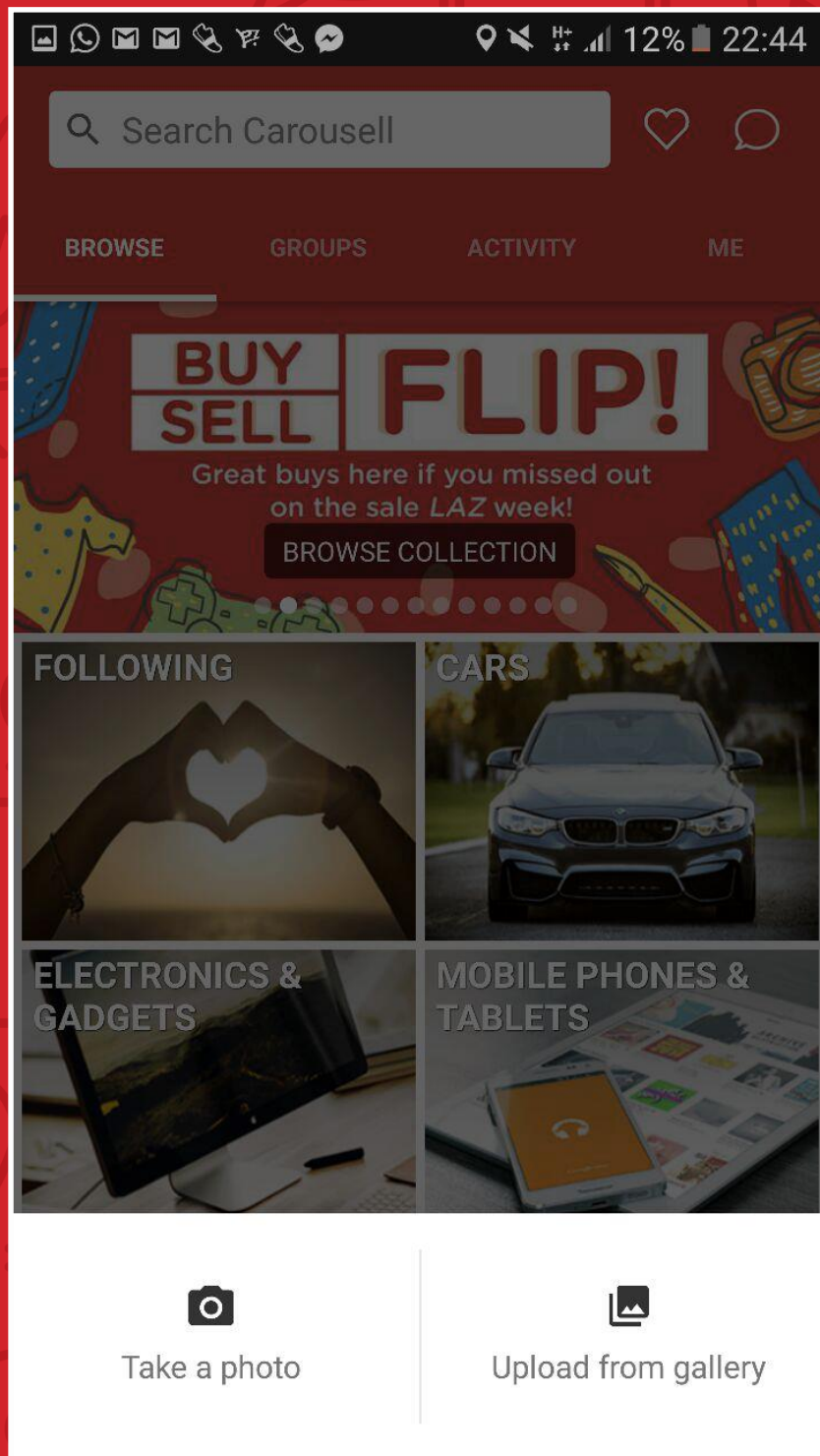
Click on the
“Sell”
button



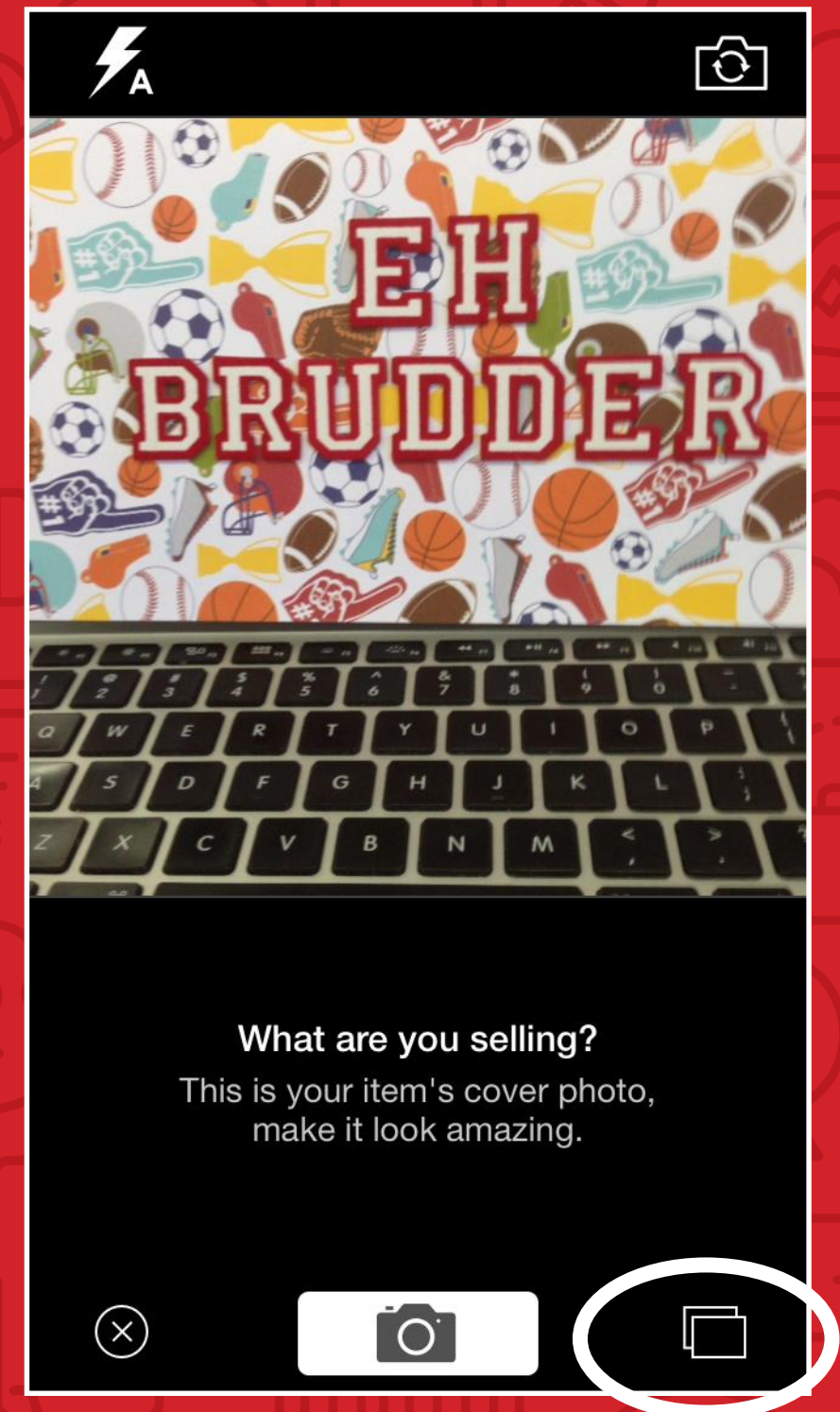
Listing your first item for sale



Android



iOs



Decide if you want to use photos from your gallery or camera

Listing your first item for sale



Android

Screenshot of the Android 'Sell' form. The top bar shows a back arrow, the word 'Sell', and a checkmark icon circled in black. Below the top bar are four photo slots, with the first one showing a Chanel bag. Below the photos is a 'Cover Photo' label. The form is divided into sections: 'Details' (Category, Item, Price, Mailing or Delivery), 'Groups' (Select Groups), and 'Sharing' (Post to multiple groups to reach more buyers!).

iOs

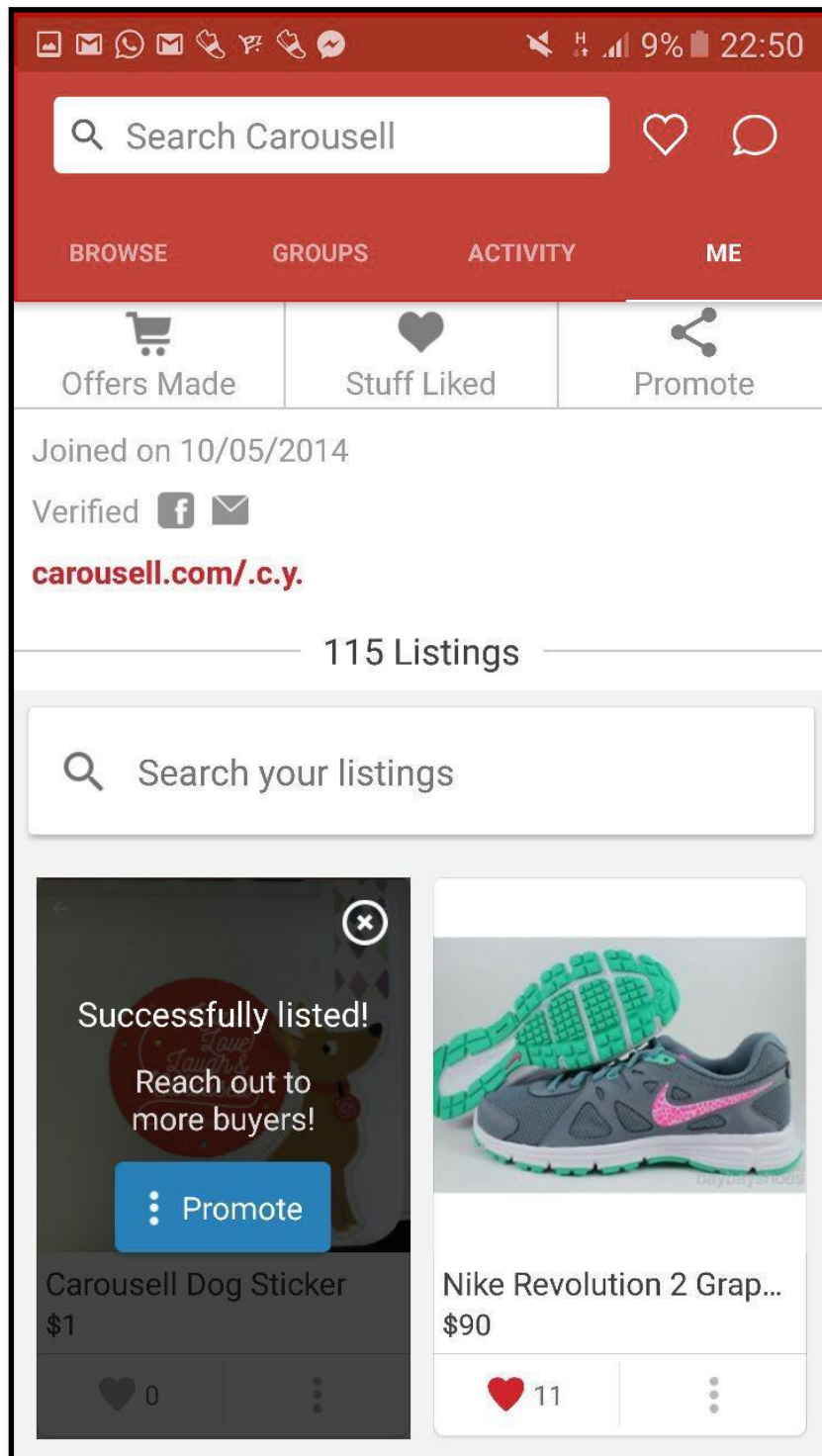
Screenshot of the iOS 'Sell' form. The top bar shows 'Cancel' and 'Submit' buttons, with 'Submit' circled in black. Below the top bar are four photo slots, with the first one showing a laptop. Below the photos is a 'Cover Pic' label. The form is divided into sections: 'DETAILS' (Category, Item, Price, Meet-up, Mailing or Delivery), 'GROUPS' (Choose groups), and 'SHARING' (Twitter, Facebook).

Fill up the
sell form
accordingly
& click to list

After Listing...

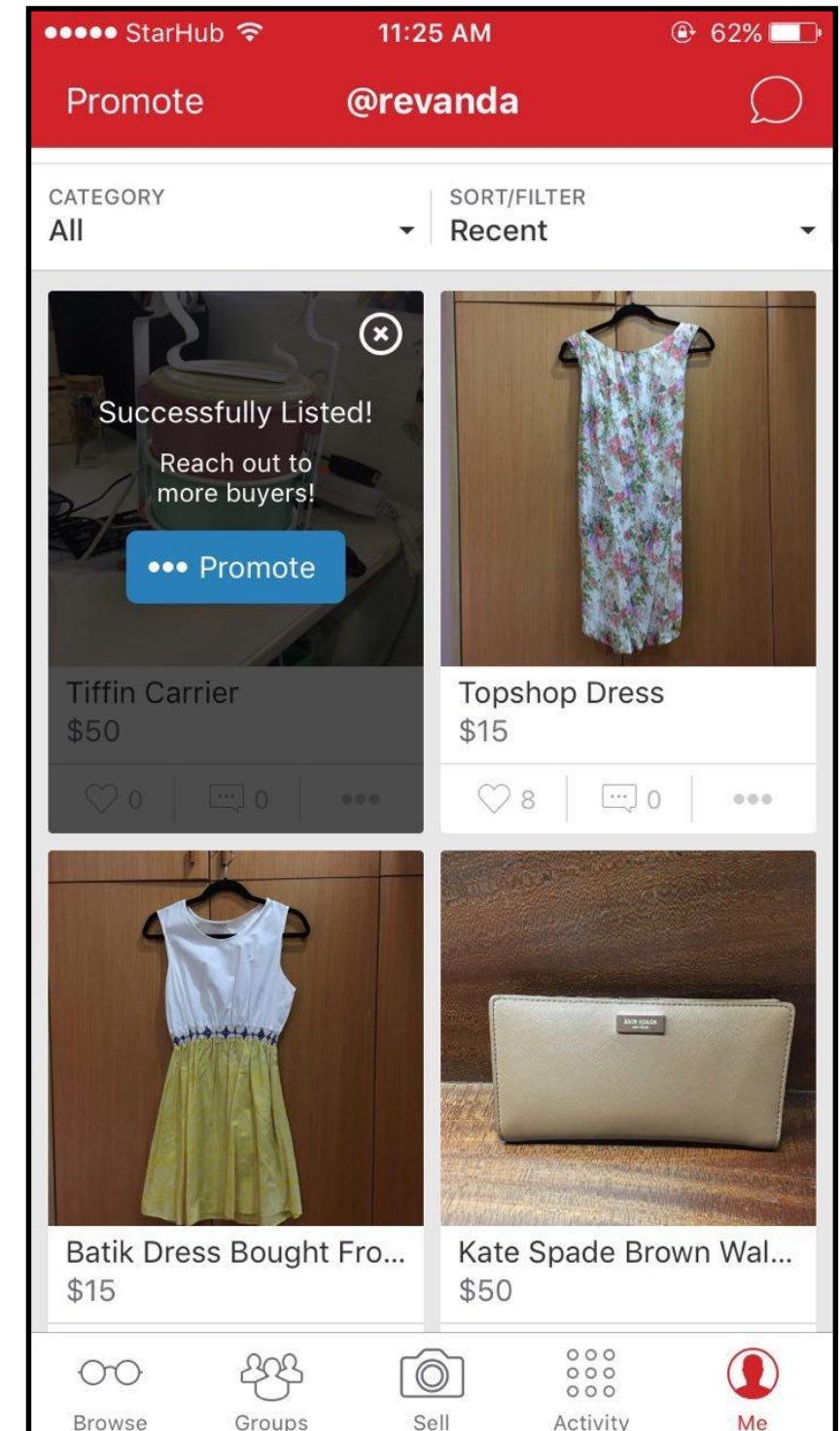


Android



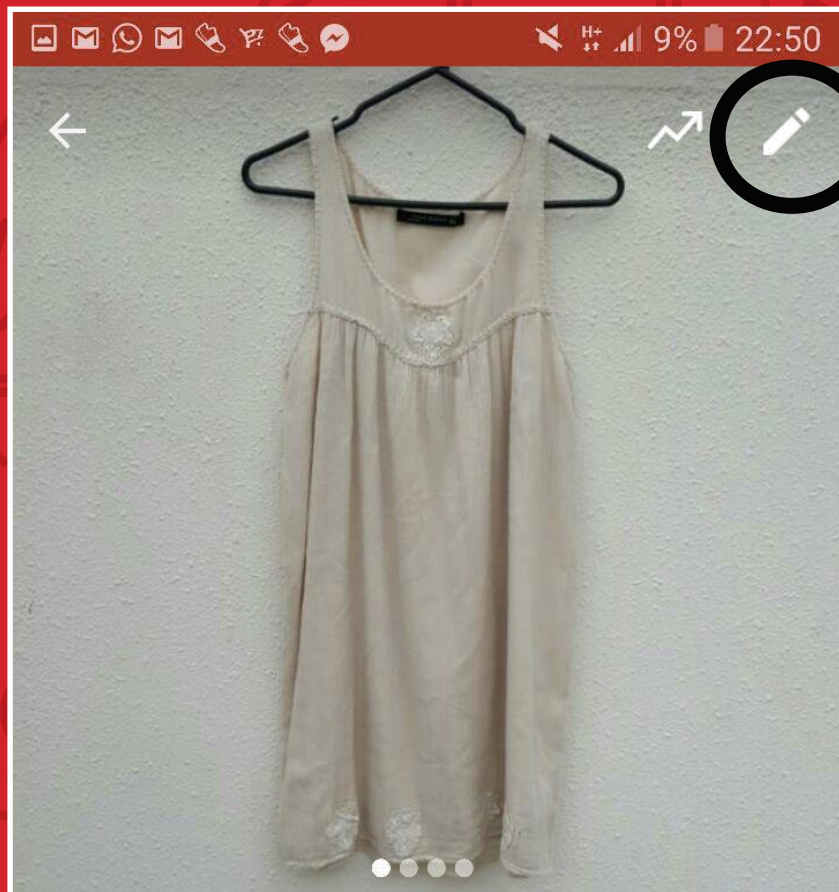
Your listing
will say
“Successfully
Listed!”

iOs



Editing Your Listing

Android



Click “Edit”
at Top Right
Hand Corner

iOs



Xiaomi Phone Charger

14s ago by keyyri

S\$50

1 like

Condition: New

In Electronics & Gadgets - Others



No Offers Yet - Promote

Editing Your Listing

Android

← Sell ✓

CHANEL

Cover Photo

Details What are prohibited items?

Category Choose a category ▾

Item What are you selling?

Price Set a price

Mailing or Delivery

Groups

Select Groups >

Post to multiple groups to reach more buyers!

Sharing

iOs

Cancel Submit

Cover Pic

DETAILS What are prohibited items?

Category Electronics & Gadgets - Others >

Item Xiaomi Phone Charger >

Price S\$50.00

Meet-up, Mailing or Delivery >

Mark as Reserved

Your item is visible in the marketplace. Good luck!

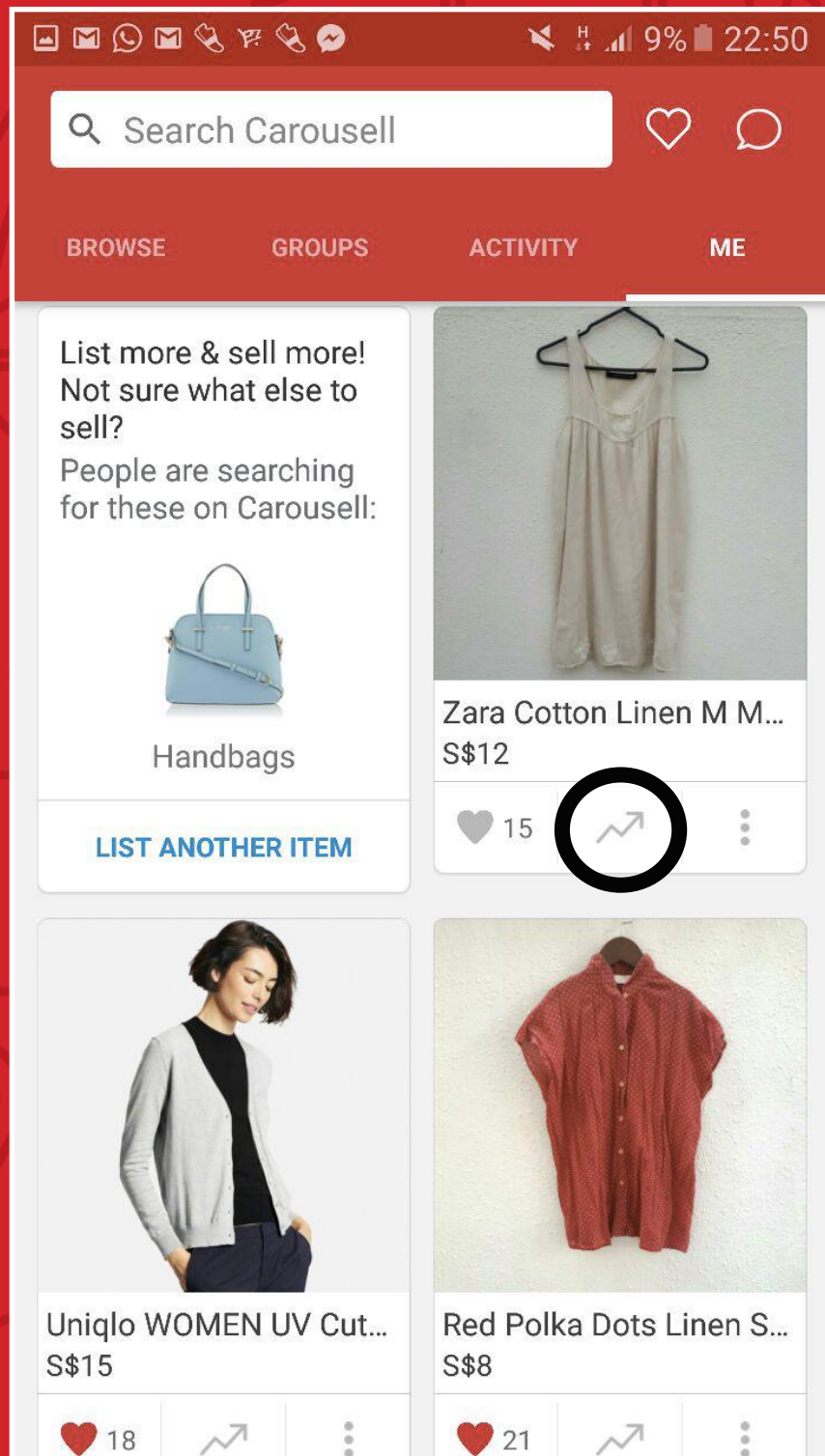
Delete item

Mark as Sold

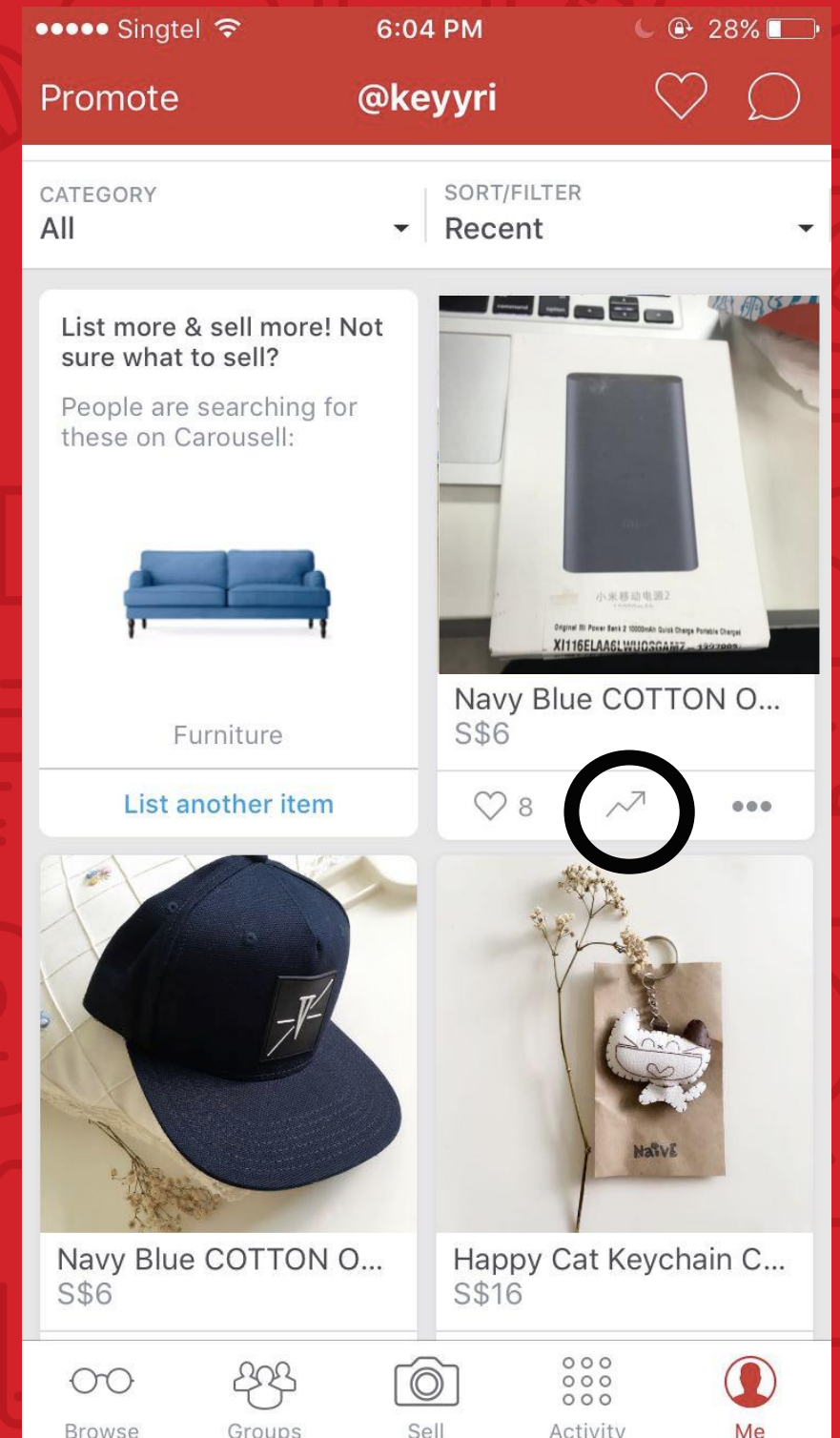
Edit your
information
accordingly
and press
✓ / Submit

Carousell Insights *Optional*

Android



iOs



New function
that allows you
to see the
number of views
on your listing

Carousell Insights *Optional*

Android



iOs

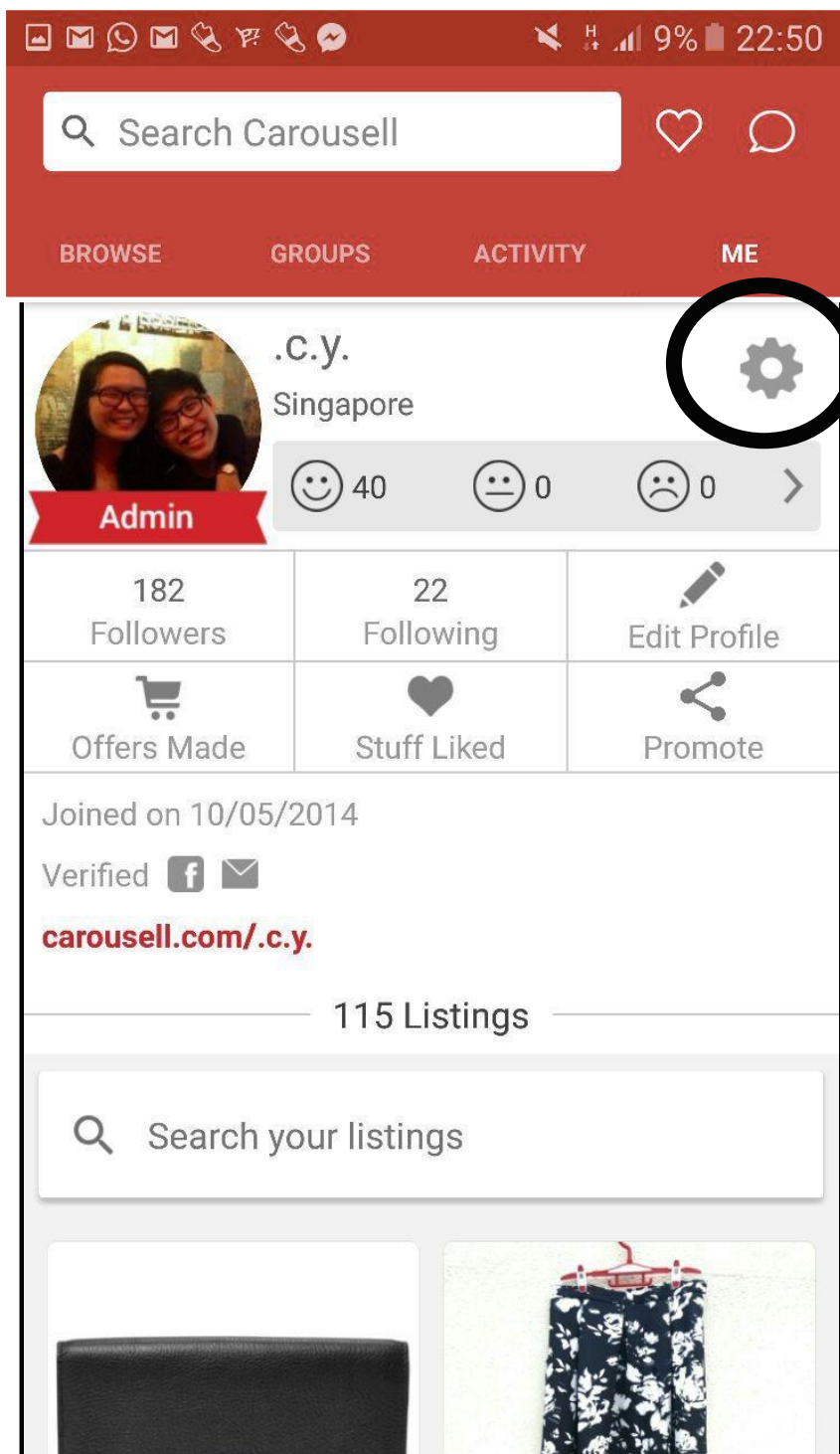


New function
that allows you
to see the
number of views
on your listing

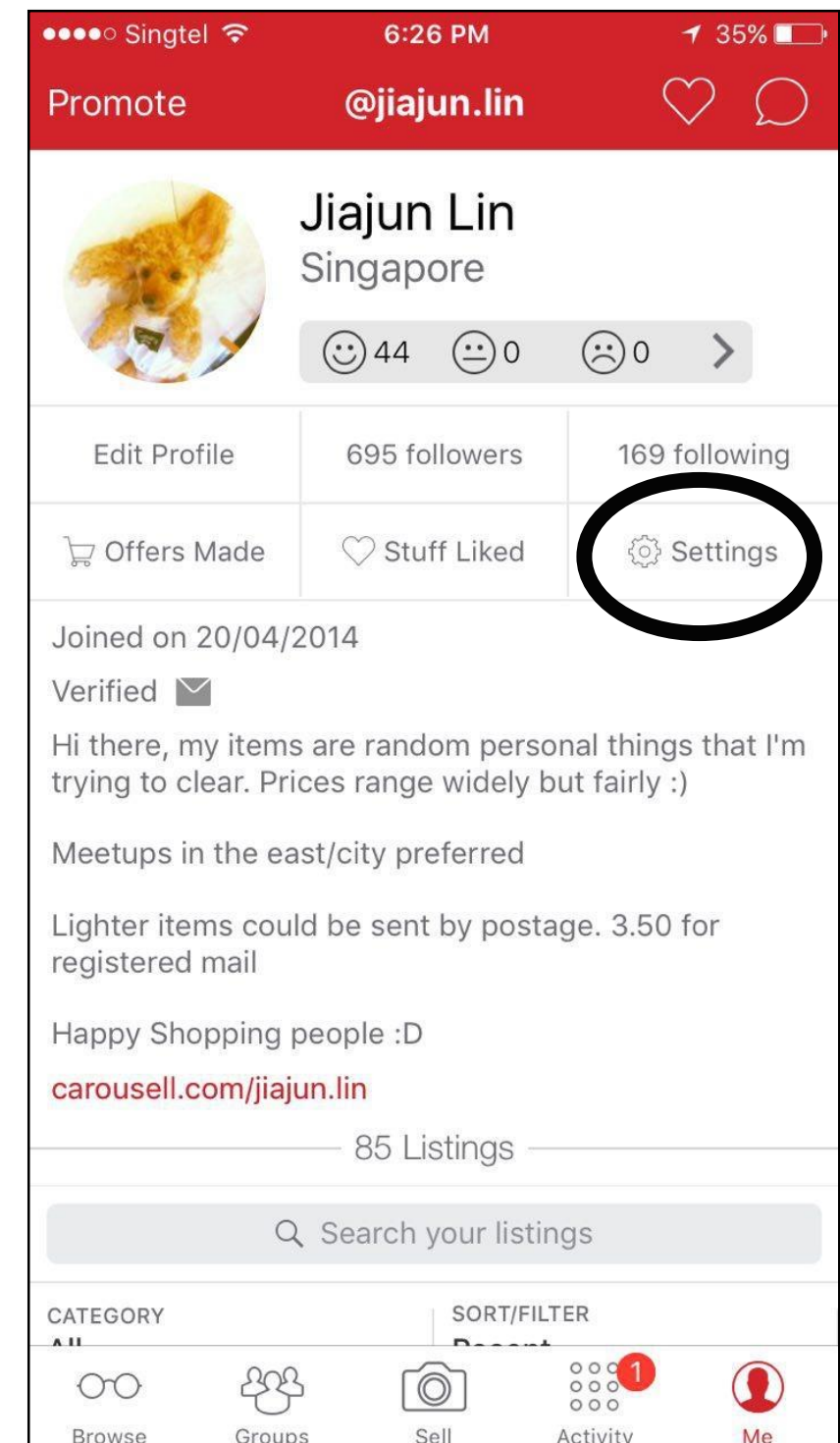
Switching on Push Notifications



Android



iOs

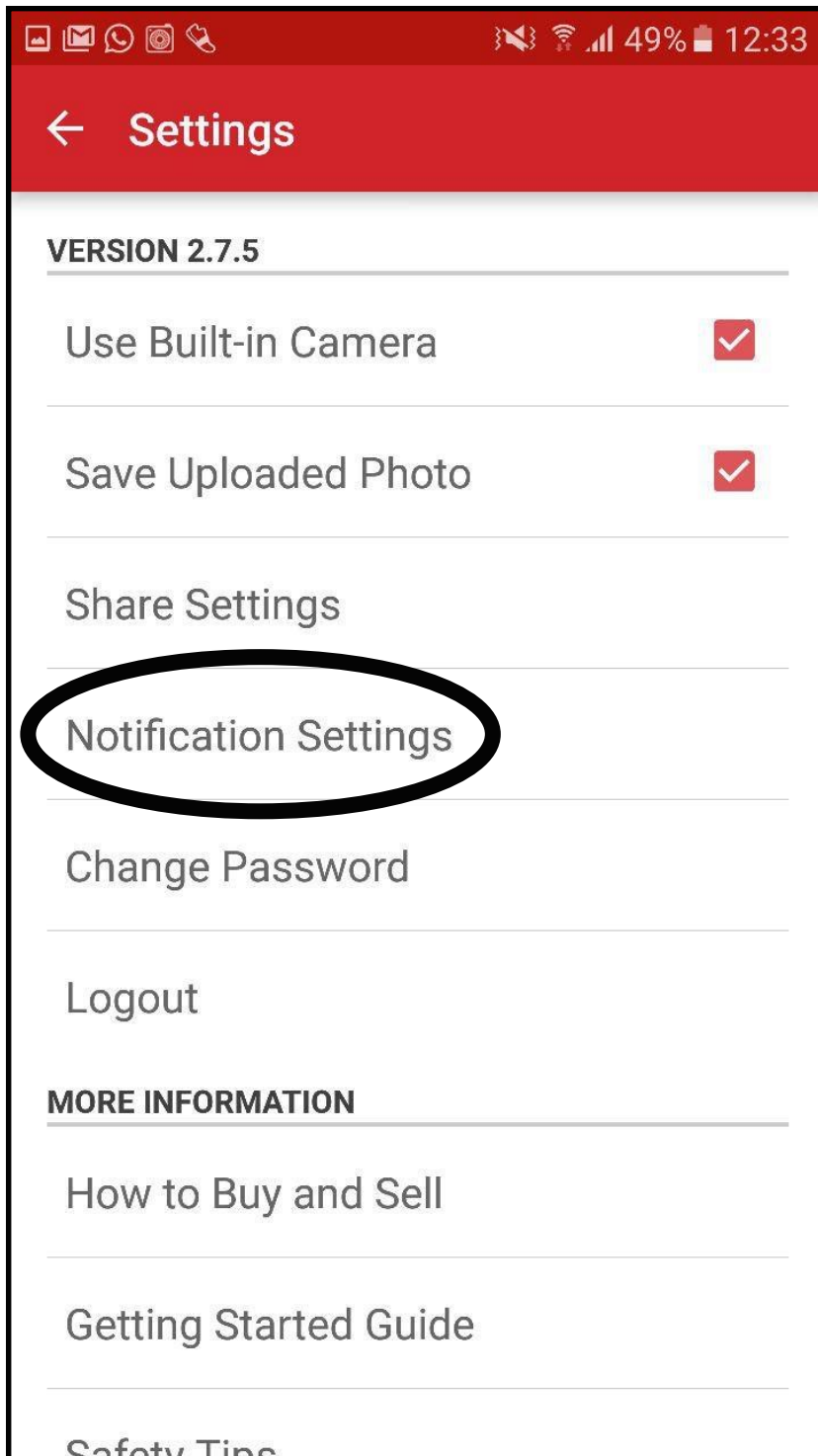


Step 1:
Head to “Me”
and click the
Settings icon

Switching on Push Notifications

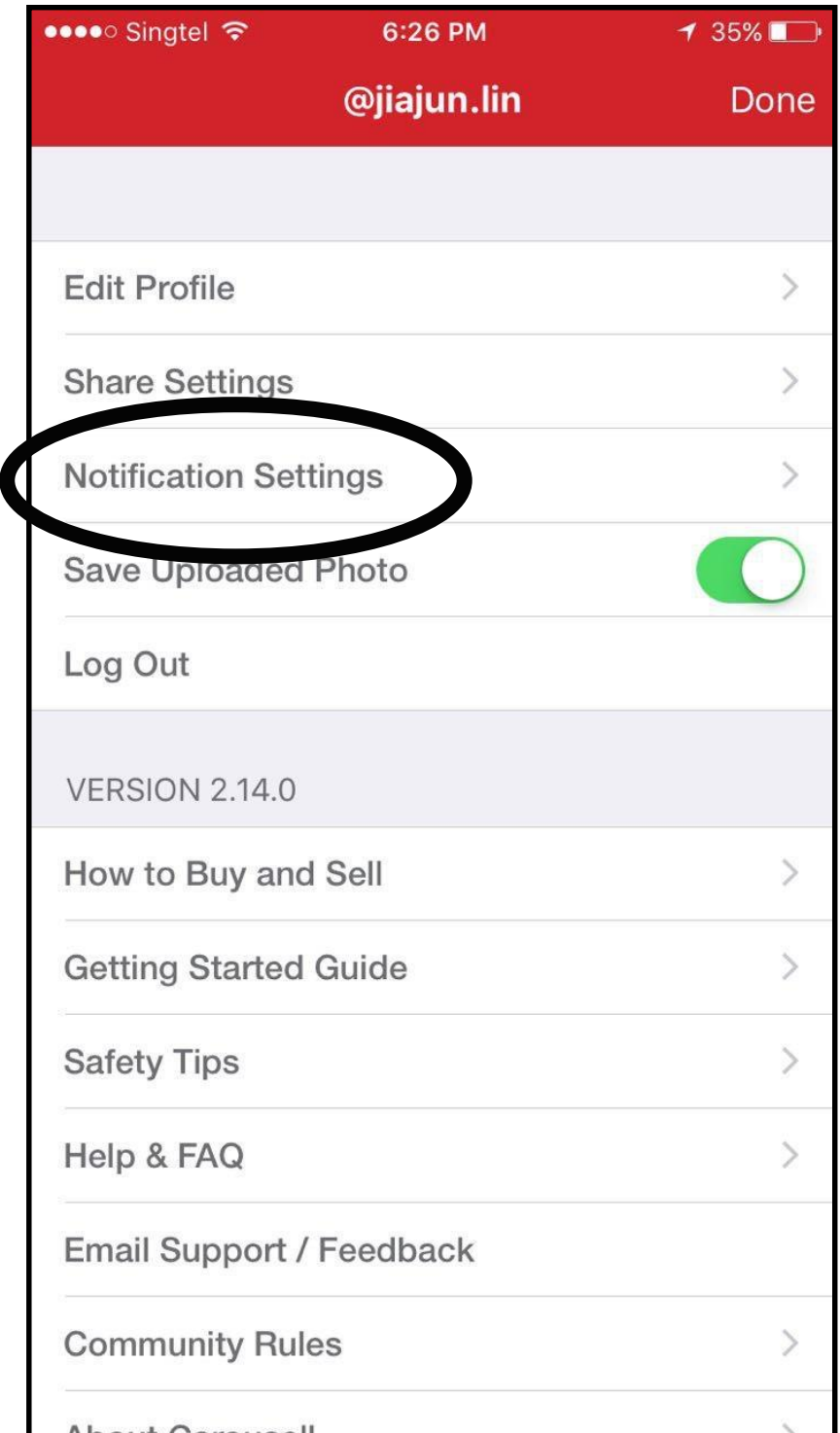


Android



Step 2:
Click on
“Notification
Settings”

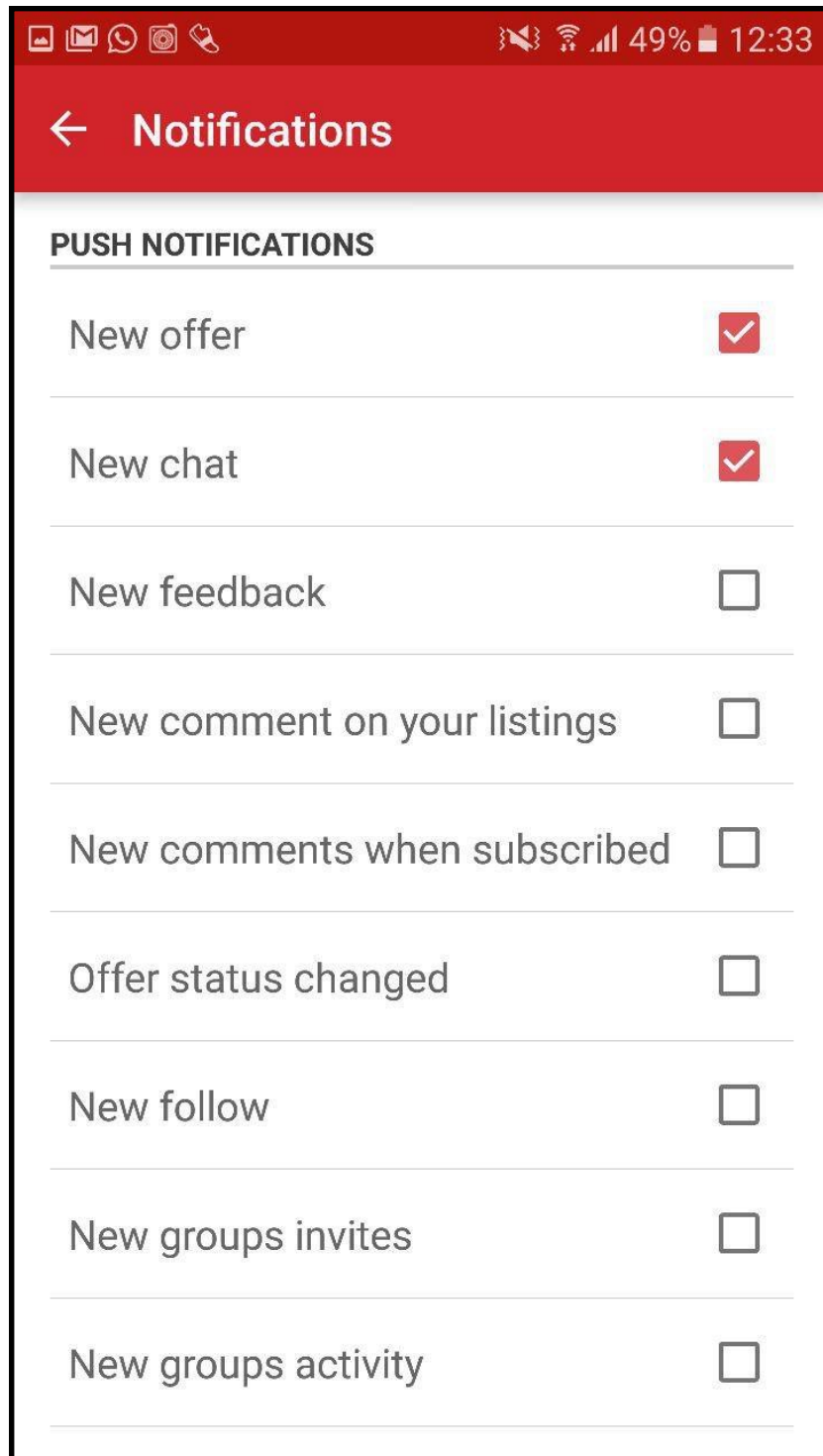
iOs



Switching on Push Notifications

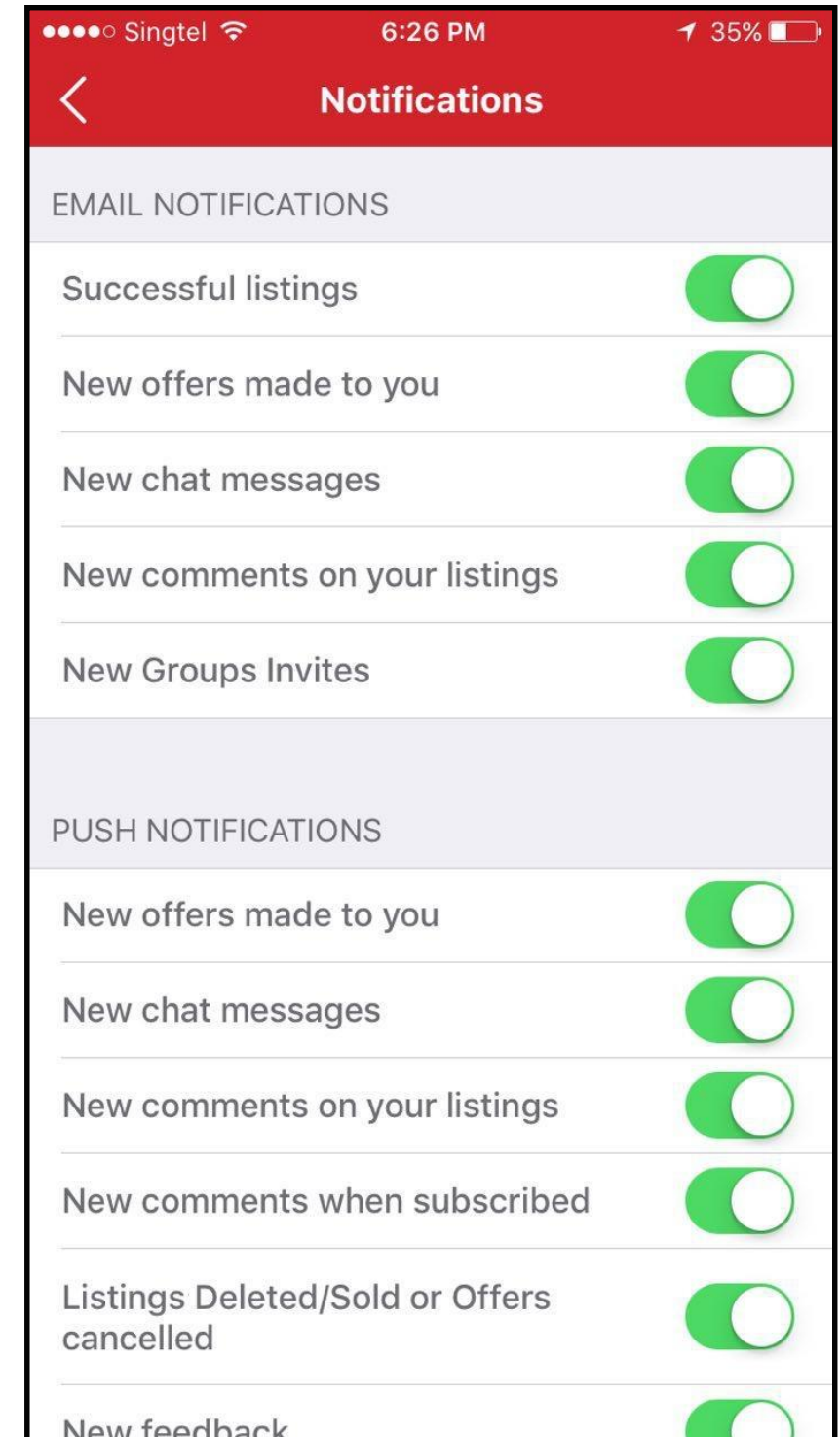


Android



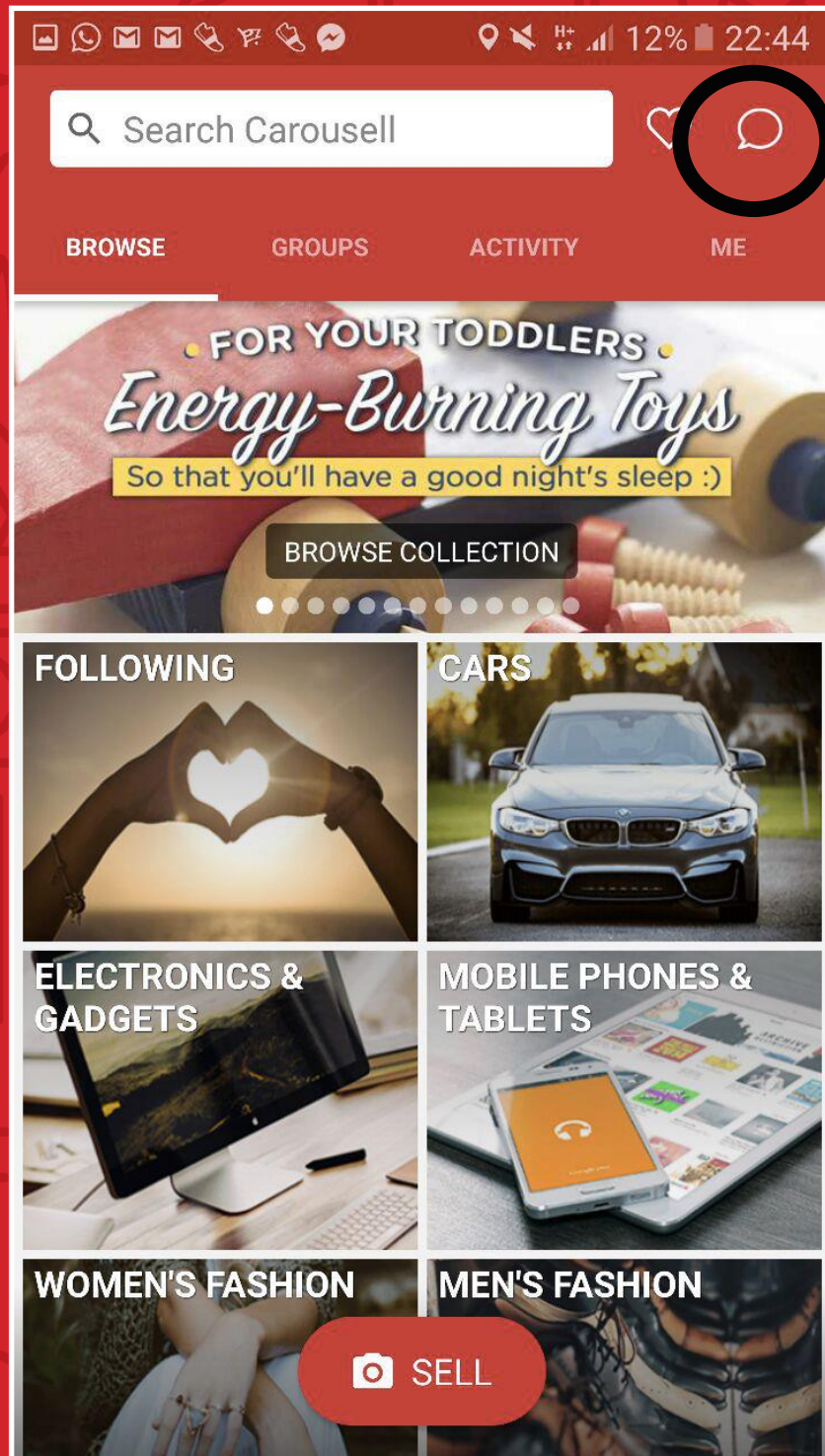
Step 3:
Switch on
notifications
to be alerted
for new
messages

iOs

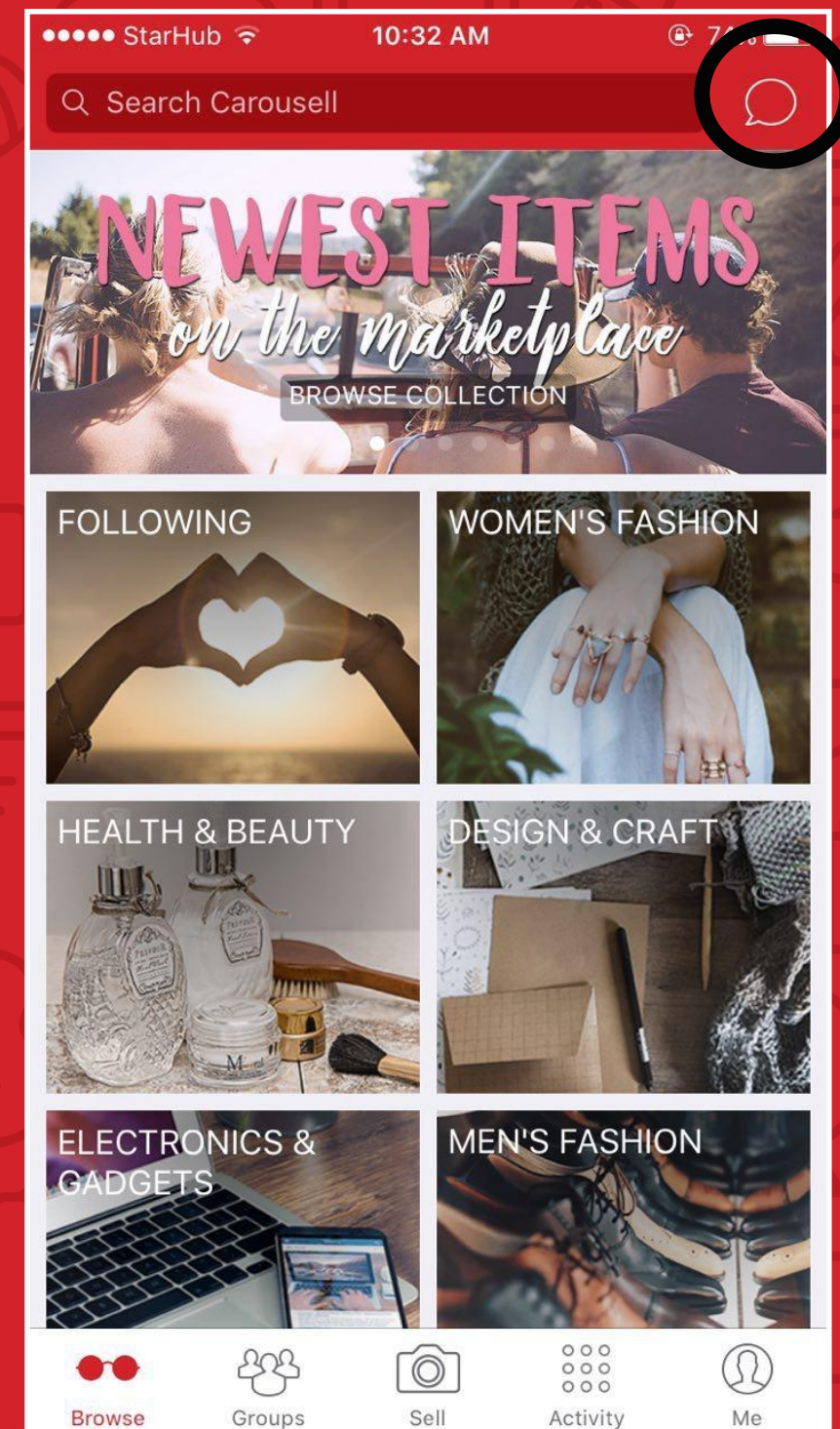


Receiving Chats and Offers

Android



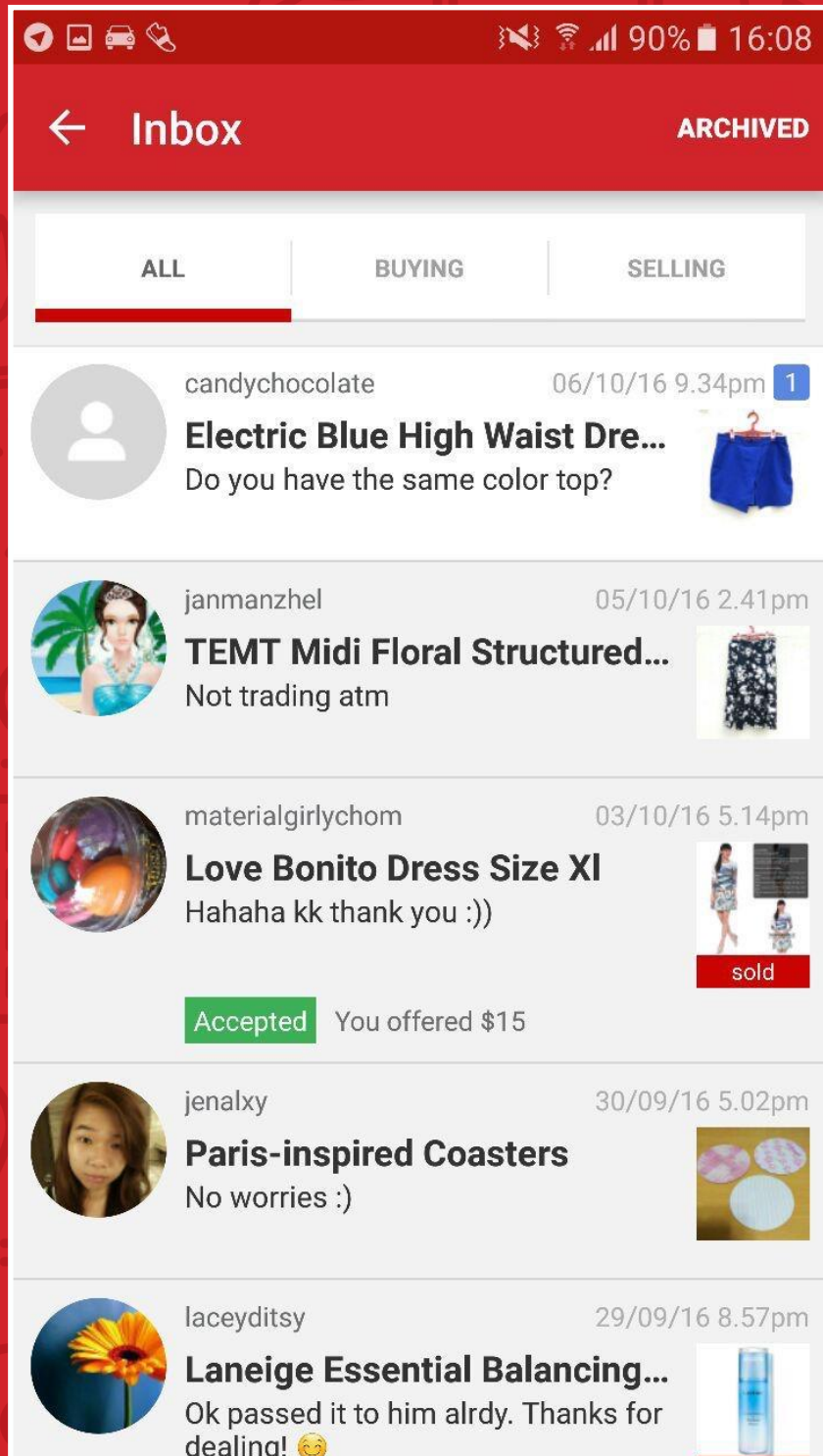
iOs



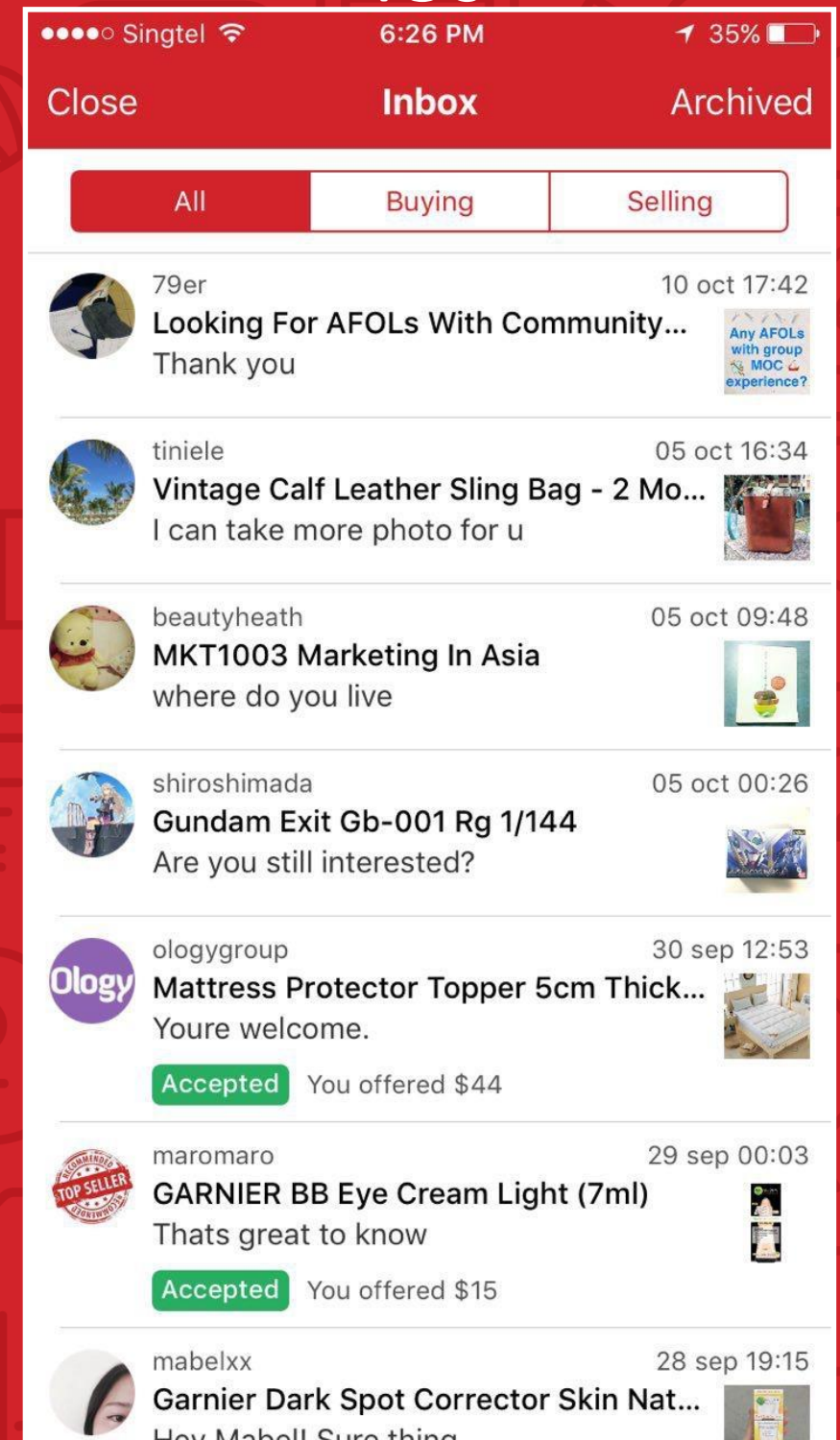
After receiving notification, head to "Inbox" to view chat

Receiving Chats and Offers

Android



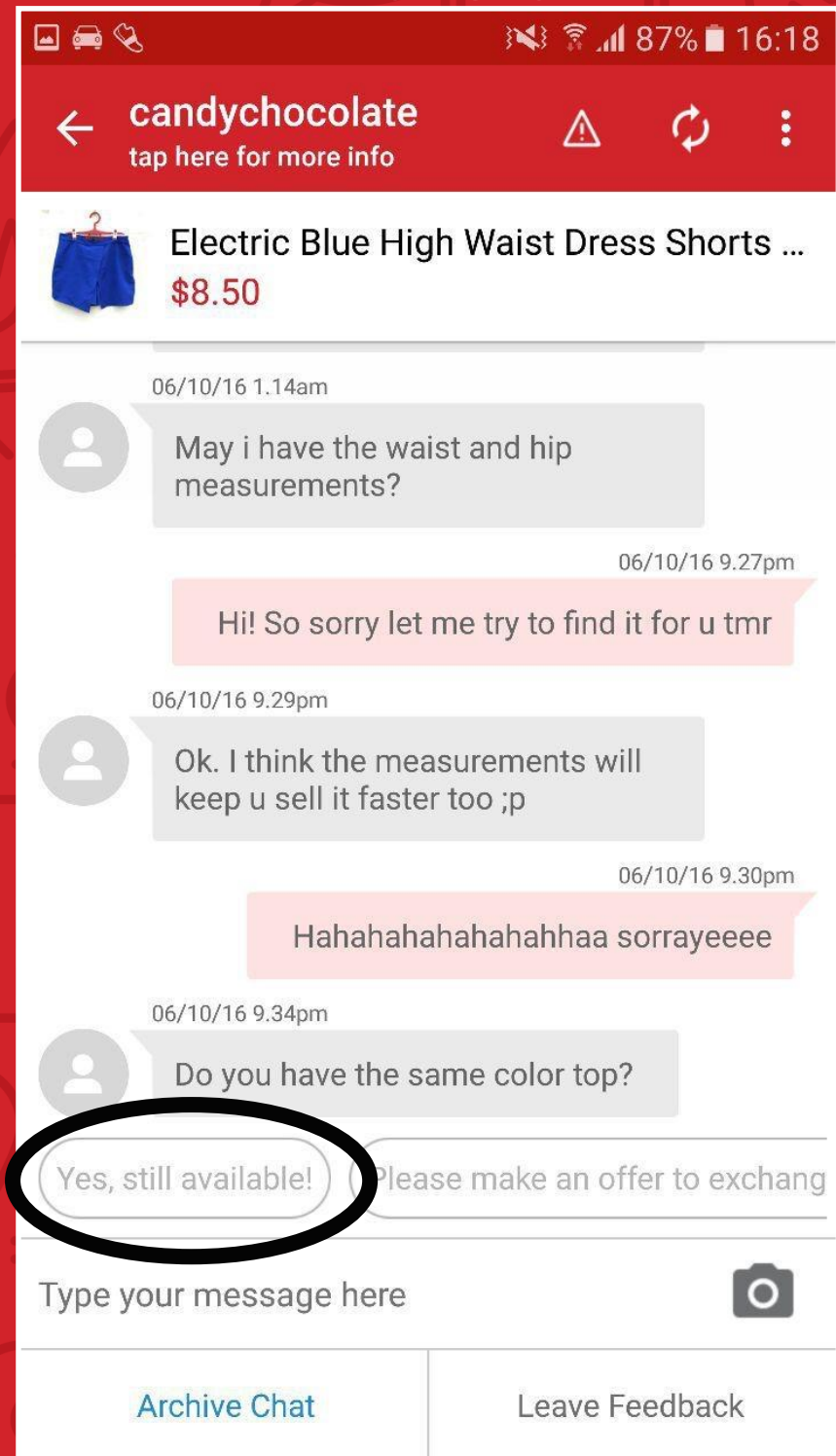
iOs



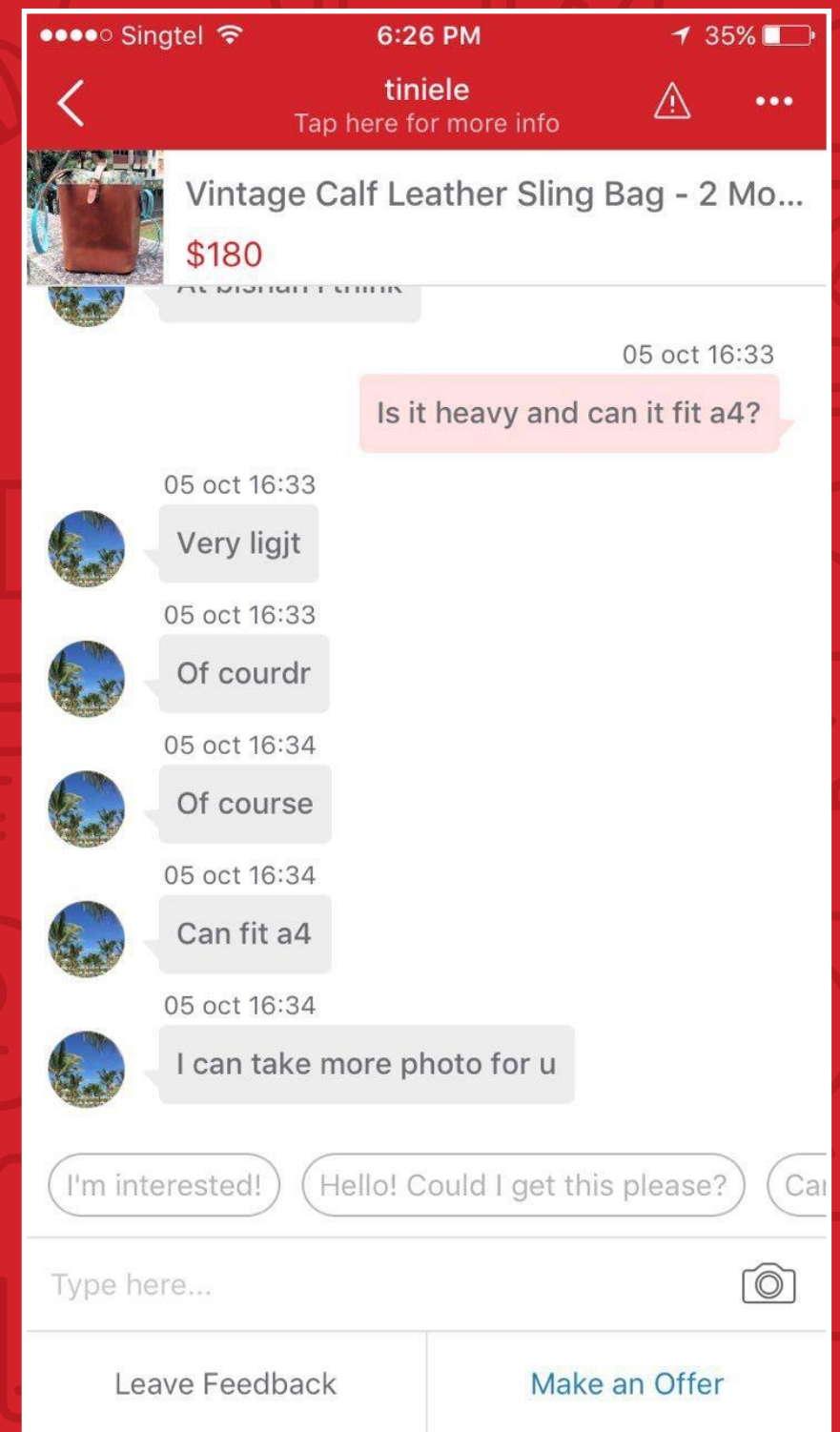
Chats are
sorted
according to
date sent.
Unread ones
are highlighted
in white.

Receiving Chats and Offers

Android



iOs

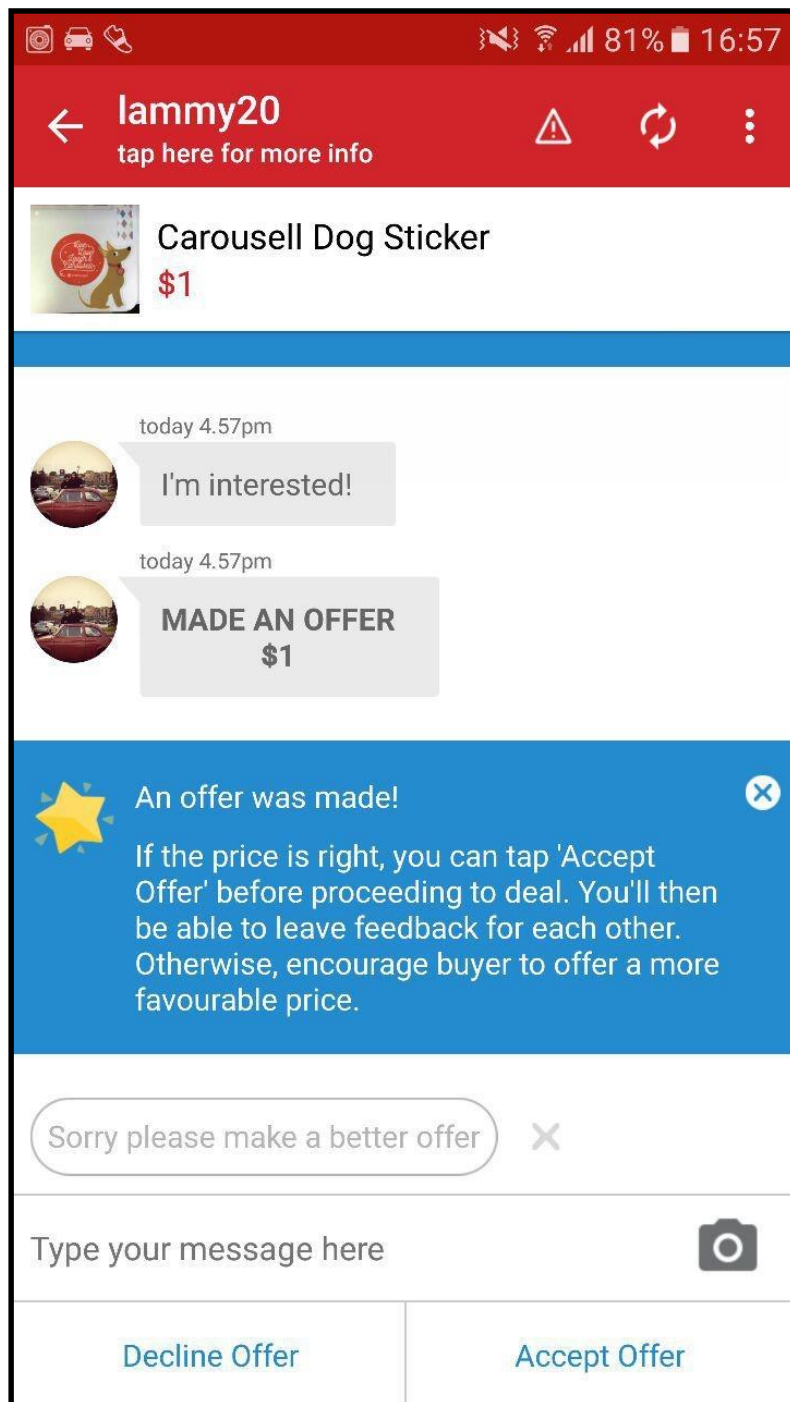


Use template
reply or
type your
own reply

Accepting + Declining Offers

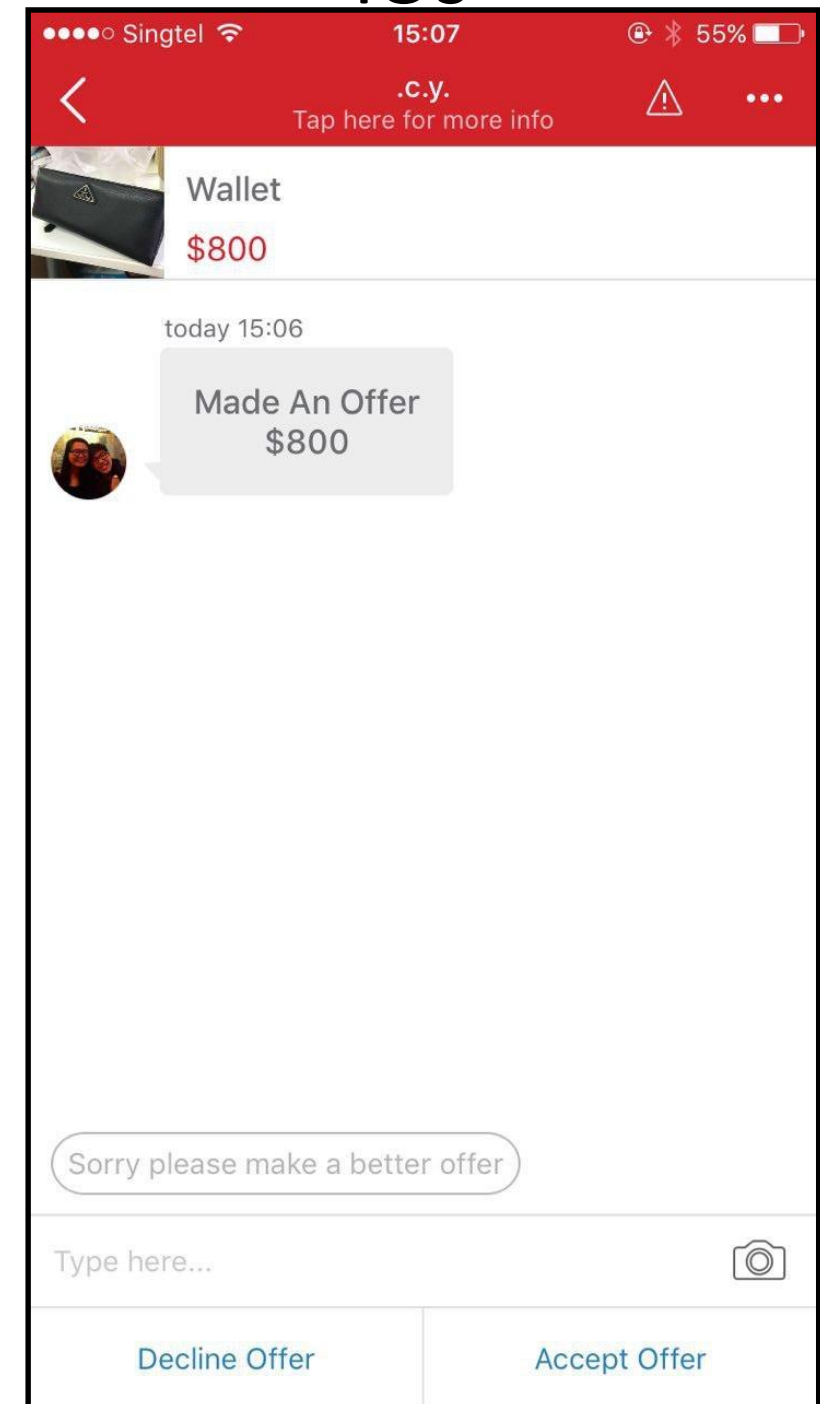


Android



After receiving
offer, click
“Decline Offer”
or
“Accept Offer”
to proceed

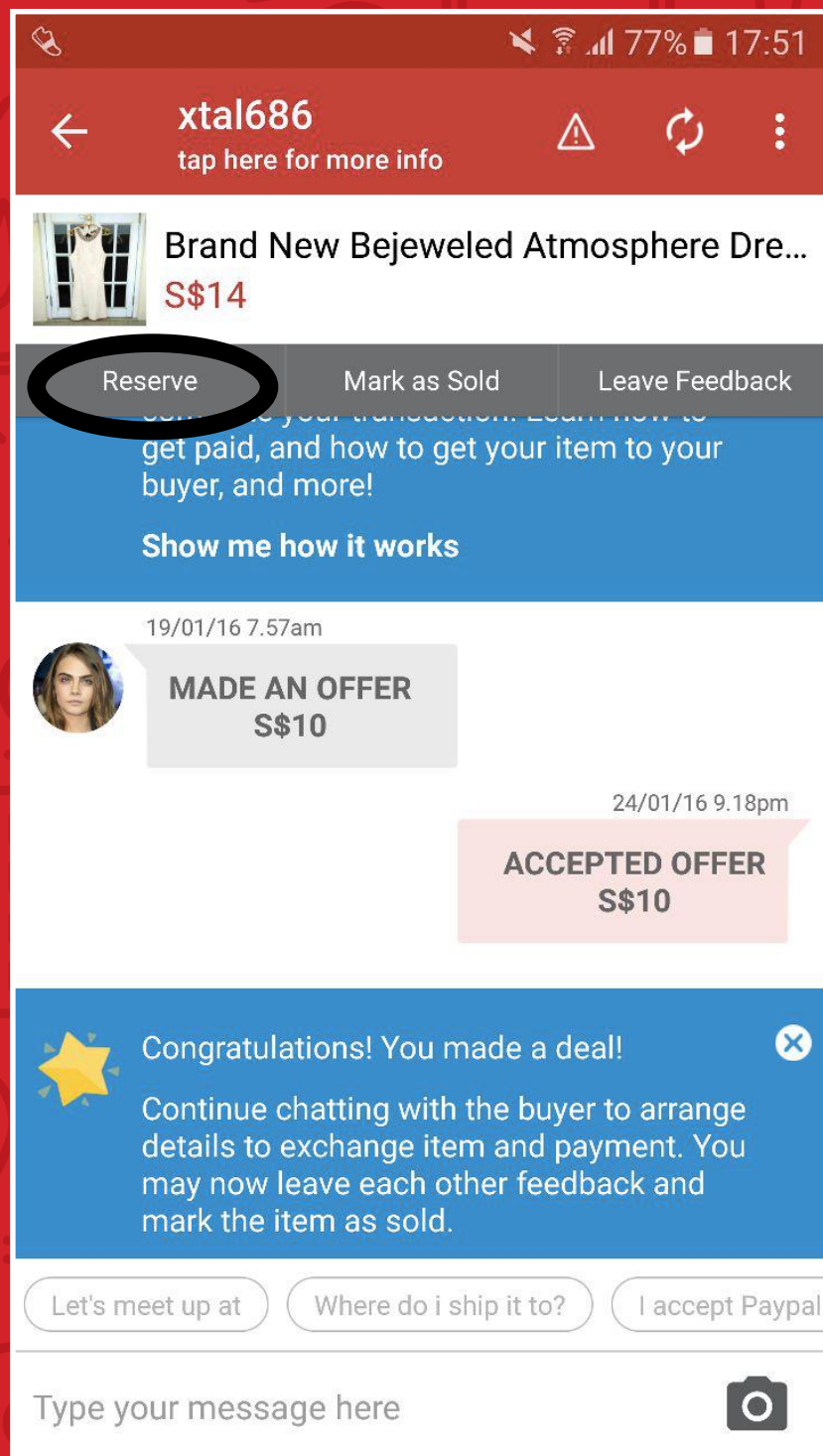
iOs



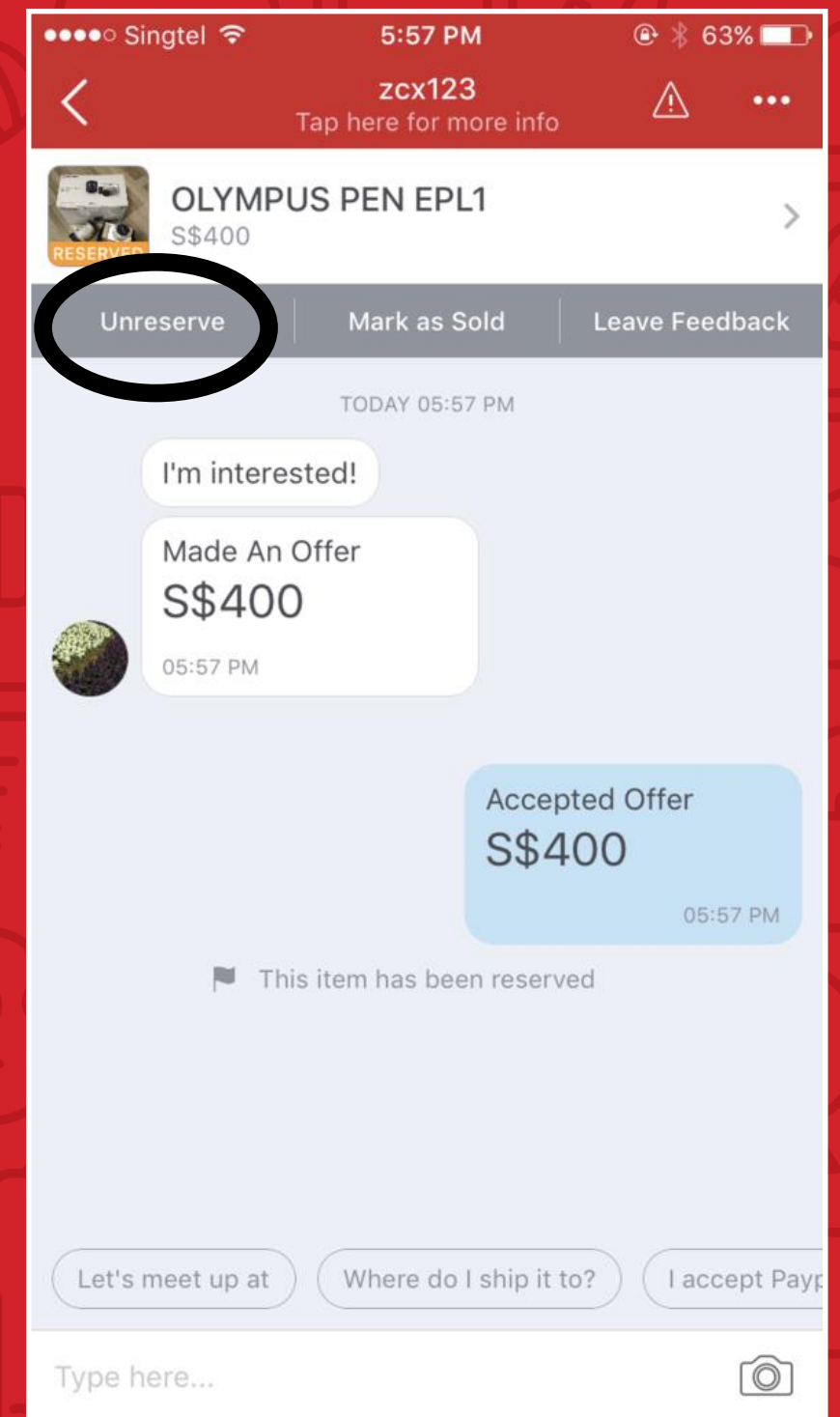
Completing Your First Sale



Android



iOs

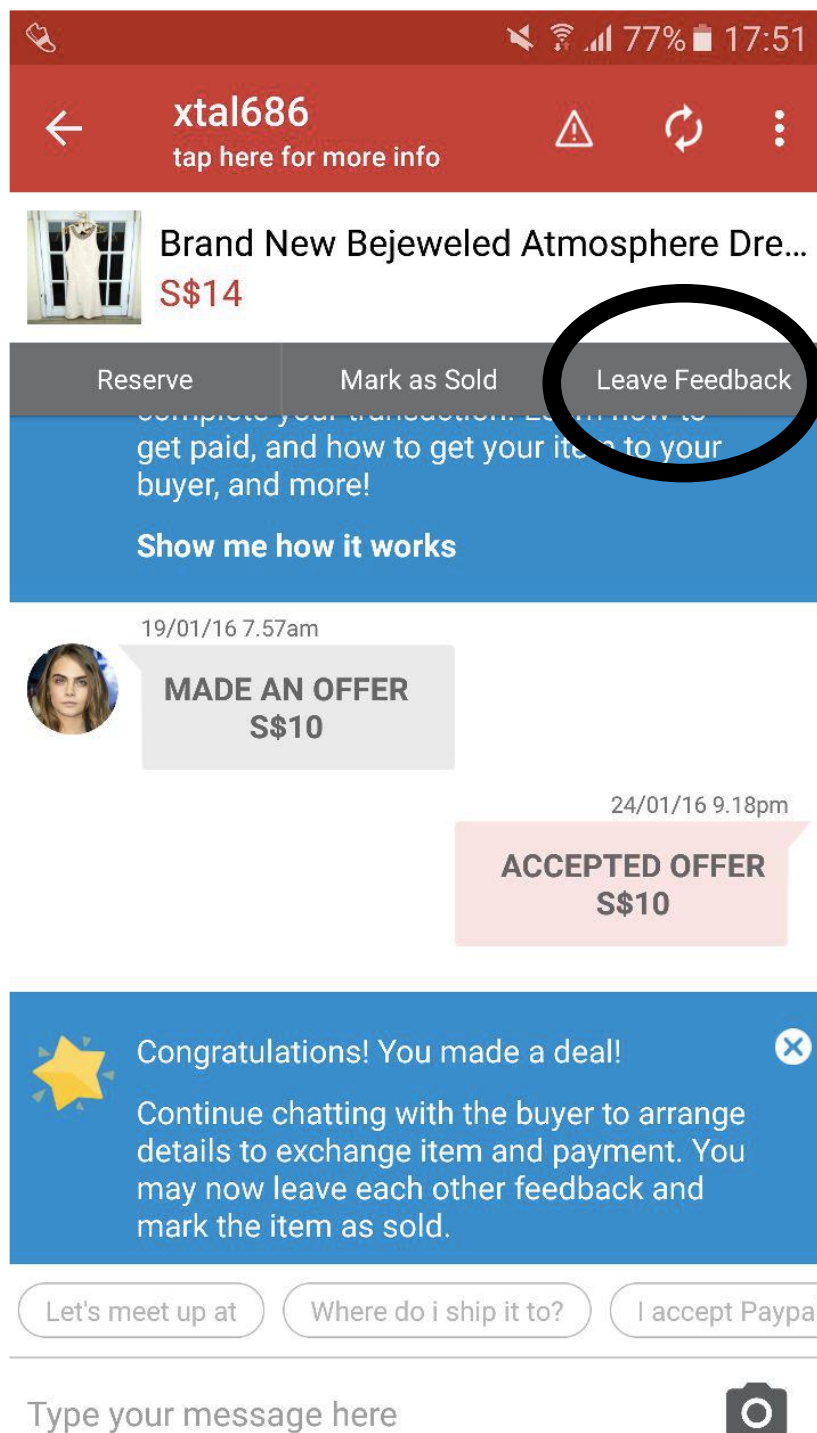


After accepting an offer, you can reserve item to prevent further enquiries

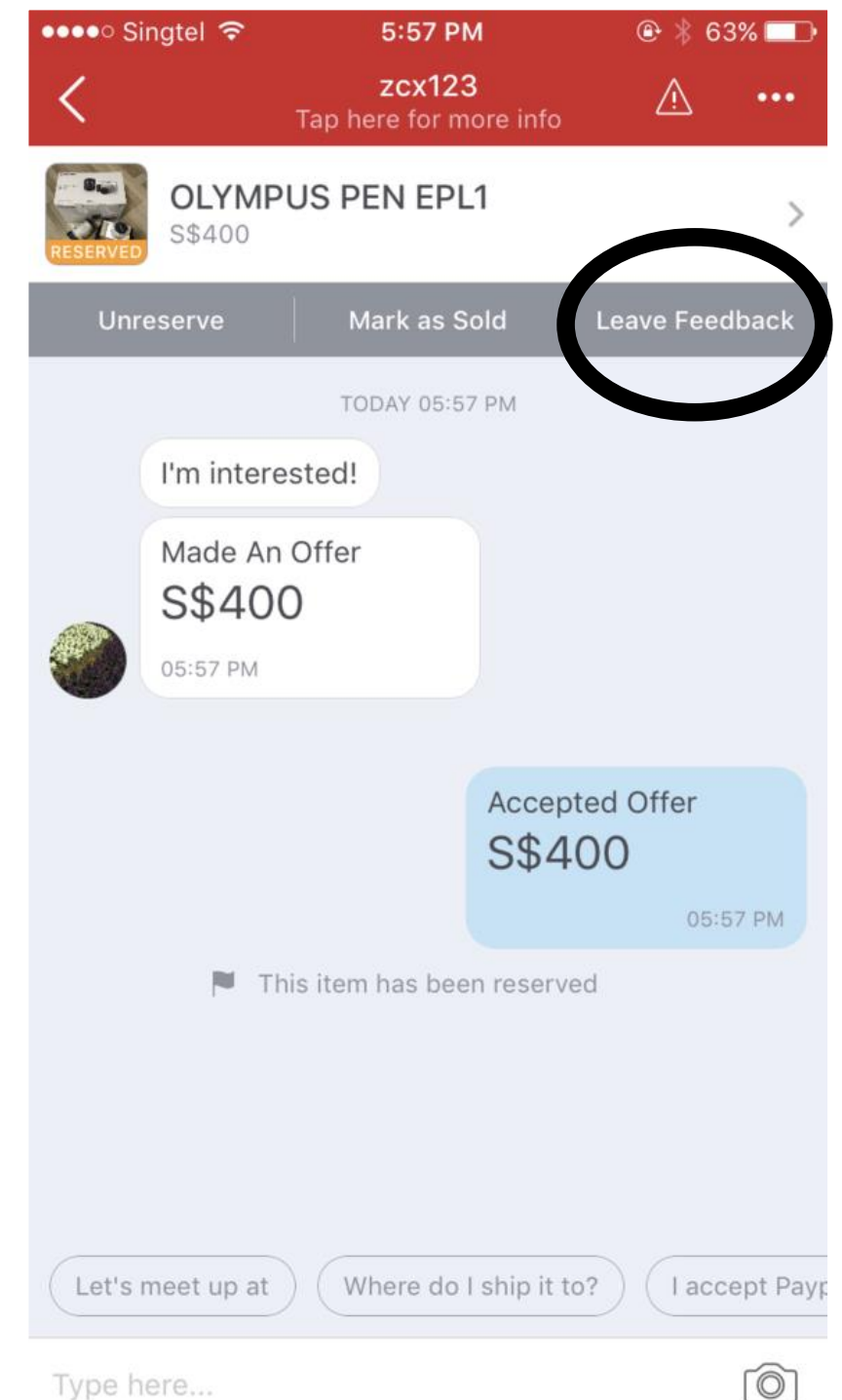
Leaving User Feedback



Android



iOs



Click
“Leave
Feedback”
button

Leaving User Feedback



Android

← Leave Feedback ✓

How was your experience?

😊 Positive | 😐 Neutral | 😞 Negative

Describe your experience

Great buyer to deal with!

475

Great buyer to deal with! Punctual! Pleasant trans

iOs

Cancel Leave Feedback Submit

How was your experience?

Positive | Neutral | Negative

Example:

Item was in great condition. very prompt delivery. will deal again!


500

Great buyer to deal with! Punctual! Pleasant trans

Click on
template or
key in
feedback for
seller

Examples of professionally looking stores on Carousell










Categories ▾

Items ▾

Search for an item, user or group




Sell




WARE-EVER •
Experimental Wares
@ware.ever
Singapore
Joined Aug 2016

Followed

Verified 

Founded in 2016, WARE-EVER is an accessory label dedicated to the exploration of materiality and making through experimental wares.

 carousell.com/ware.ever

Like

Share

0


12 Listings

40 Followers

15 Following

100% Positive
4 reviews


Filter by: All ▾




Efficient and responsive. Pleasure to deal with. Not to mention the necklace was absolutely gorgeous and high quality!

Buyer

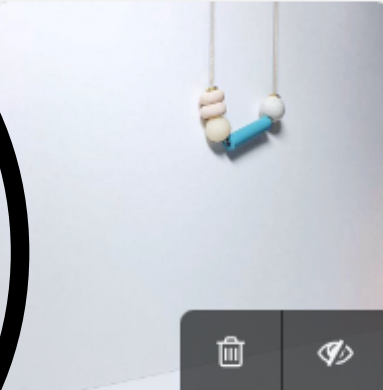
wanqizeng




Polite and efficient seller. Sweet pair




Neckware 012 Polym...
\$22 14



Neckware 002 Poly...
\$18 17



Neckware 011 Polym...
\$20 10



(reserved) Neckware...
\$17 5

Examples of professionally looking stores on Carousell



carousell Categories Items Search for an item, user or group

Neckware 012 Polymer Clay Necklace

New

ware.ever

\$22

GETTING THIS

Mailing or Delivery

Chat to Buy

Like This 14

Share This With Friends

Like Share 0 Tweet Pin It G+1 0

MEET THE SELLER

WARE-EVER • Experimental Wares

4 0 0

Description Comments (0)

Artisanal ware
Wood + Polymer Clay beads
Waxed cotton cord (Maximum 78cm / Milk)
Adjustable knots
Slight imperfections due to handcrafted nature

Buying on Carousell



Endless goodies at great prices!

The screenshot displays the Carousell app interface. At the top, there's a navigation bar with the Carousell logo, a 'Categories' dropdown, a search bar with the placeholder 'Search for an item, user or group', and a 'Sell' button. Below the navigation bar, the main content area is titled 'Buy and Sell Home, Living & Furniture'. It includes a description: 'Everything you need to create that perfect home & living space. A clutter free home is a clutter free life - stop hoarding and sell off unused furniture items you no longer need to brighten up your house! Plus, get to browse & discover thousands of preloved furniture pieces at great discounts. Make your dream home today!'. Below this, there's a 'Home > Furniture & Home' breadcrumb. A filter bar shows 'BROWSE FROM Singapore', 'RANGE Country', 'SORT BY Recent', and 'More Filters'. The main grid displays 10 items for sale, each with a photo, title, price, and seller information. The items are: French/Victorian Styl... (\$400), Scandinavian clock (\$45), Shoe Rack 8 Layer (\$30), kids bench, kids sofa... (\$100), Indonesian Teak Lou... (\$60), Queen Size Storage ... (\$500), Backjoy Relief Back ... (\$30), Novita Air Purifier Na... (\$80), Owls Display (\$20), and Beverly Hill Polo Lug... (\$25).

Shop by category

COLLECTIONS

- Rain, rain, go away~
- Small space also can!
- Baby Clothes Giveaway!
- Carousell Baby Fair
- NMDs New Wave
- Outerwear
- \$10 and under!
- Recommended Sellers
- Newest Items on the ...
- Hot iPhone Deals
- Samsung Deals
- Beauty Heaven
- Head in the GAME
- Motorcycles
- Hot Kicks
- Men's Watches
- Bag It
- Bicycle Boost
- iPhone Accessories

CLOTHING & ACCESSORIES

- Women's Fashion
- Men's Fashion
- Luxury

HOME AND LIFESTYLE

- Health & Beauty
- Furniture & Home**
- Gardening & Plants
- Parents, Babies, & Kids
- Property

HOBBIES AND GADGETS

Buy and Sell Home, Living & Furniture

Everything you need to create that perfect home & living space. A clutter free home is a clutter free life - stop hoarding and sell off unused furniture items you no longer need to brighten up your house! Plus, get to browse & discover thousands of preloved furniture pieces at great discounts. Make your dream home today!

Home > Furniture & Home

BROWSE FROM Singapore

RANGE Country

SORT BY Recent

More Filters

powered by Google

Item	Price	Seller	Time
French/Victorian Styl...	\$400	sepapple	6 seconds ago
Scandinavian clock	\$45	luminor	19 seconds ago
Shoe Rack 8 Layer	\$30	kingsmankamfa	38 seconds ago
kids bench, kids sofa...	\$100	narutofan2015	48 seconds ago
Indonesian Teak Lou...	\$60	summer_zoo	54 seconds ago
Queen Size Storage ...	\$500		
Backjoy Relief Back ...	\$30		
Novita Air Purifier Na...	\$80		
Owls Display	\$20		
Beverly Hill Polo Lug...	\$25		

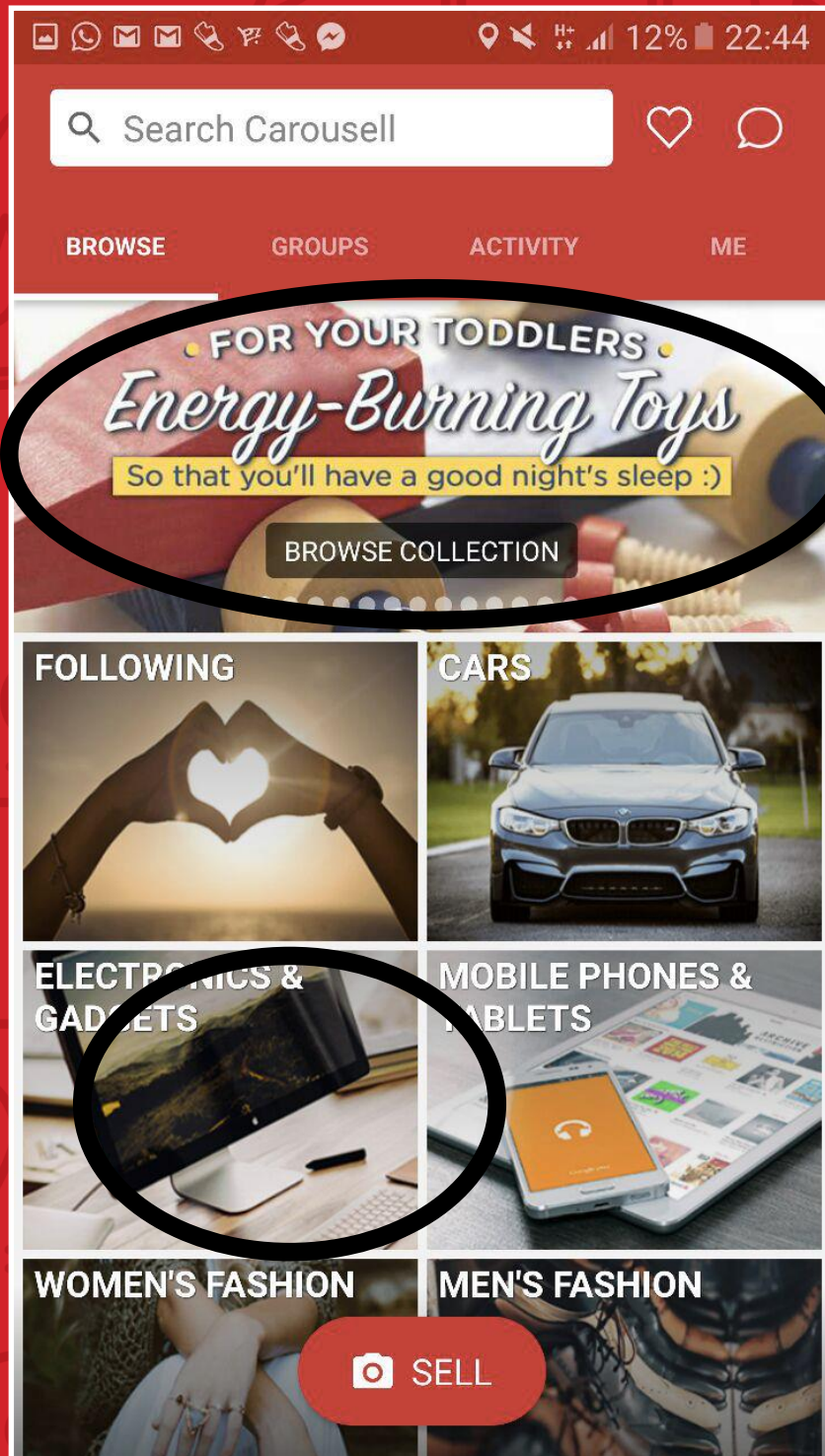
Buying on Carousell (Browsing Marketplace)



Android

iOs

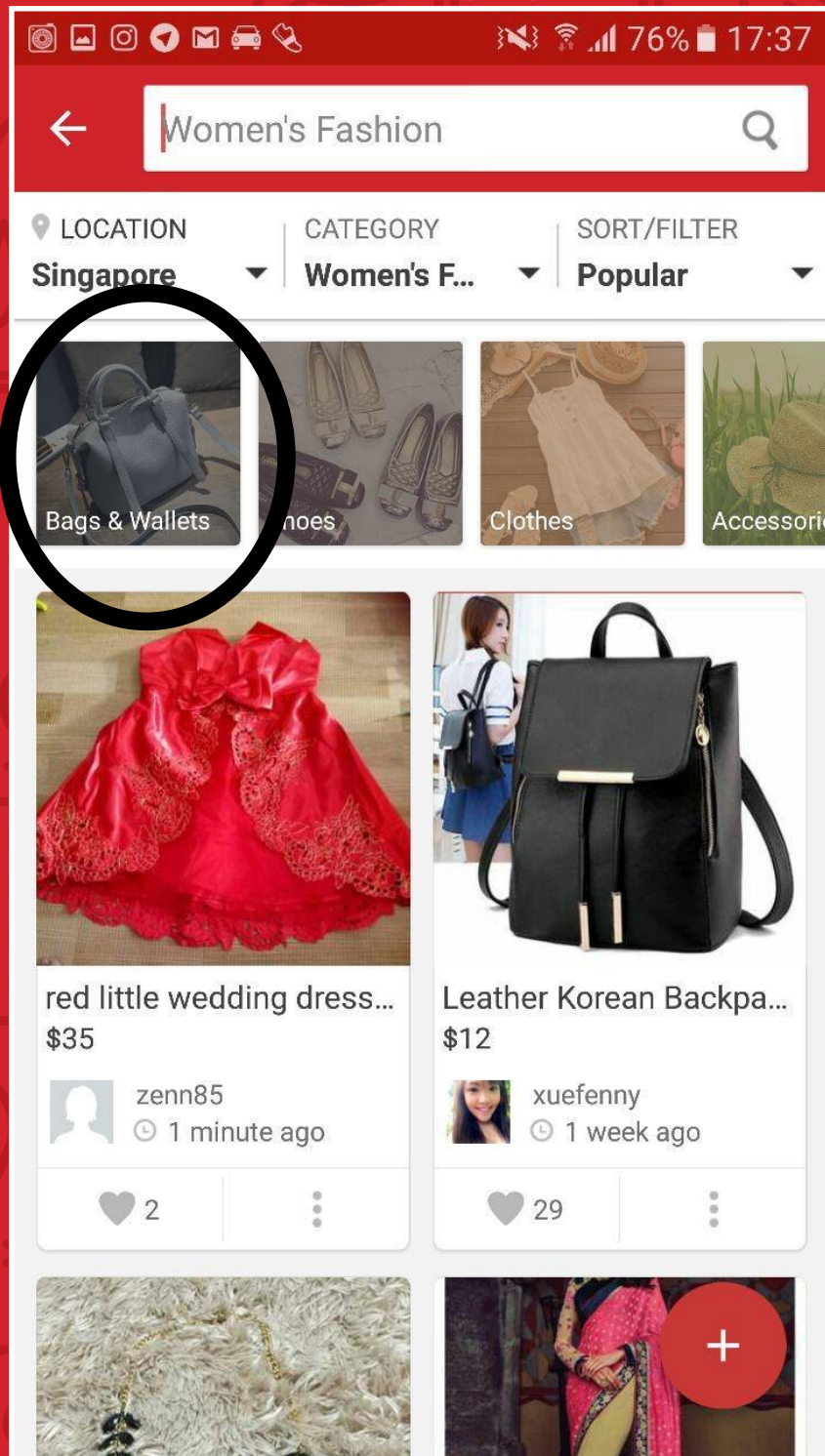
Browse Special
Collections or
by Categories



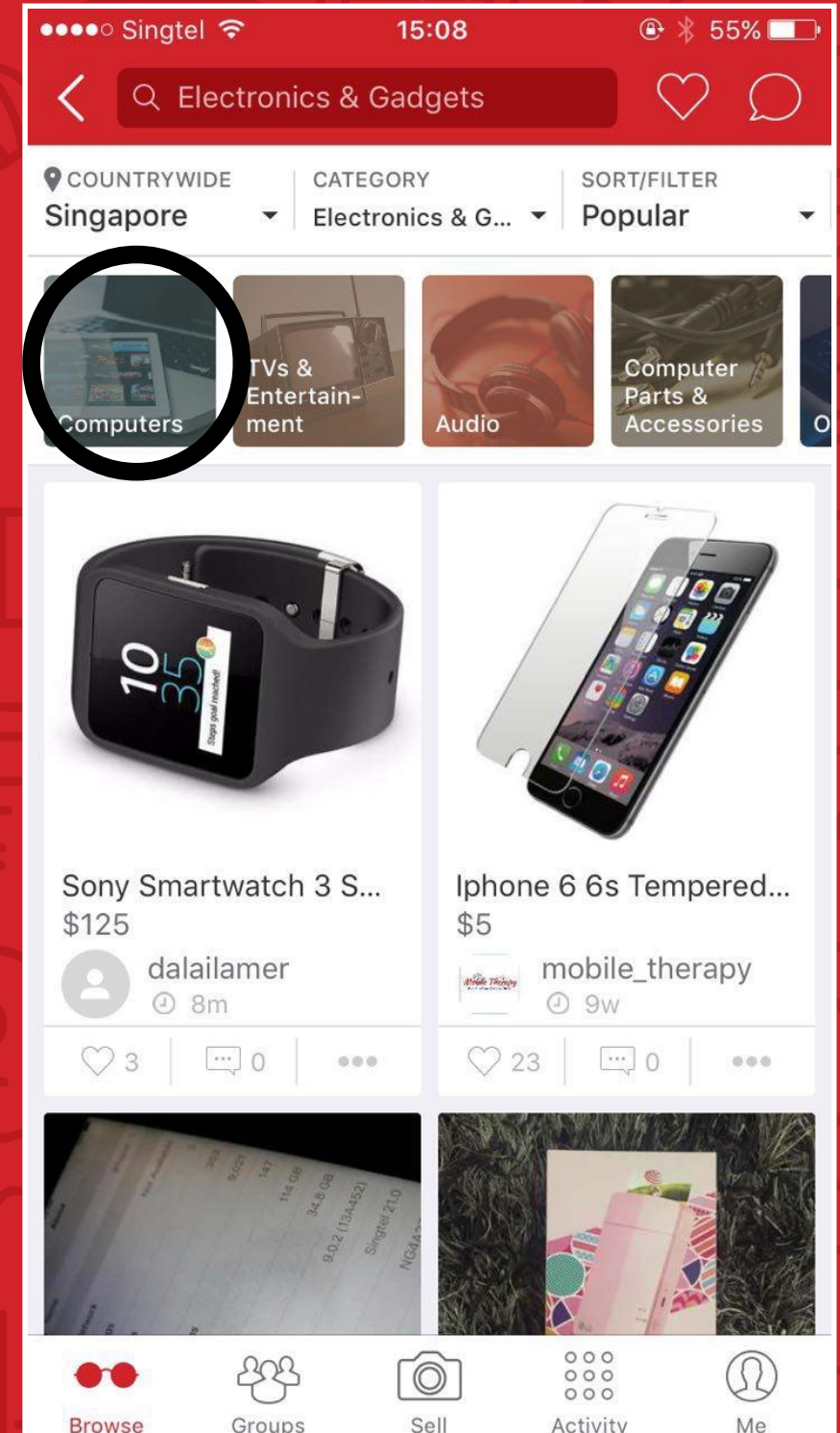
Buying on Carousell (Browsing Marketplace)



Android



iOs

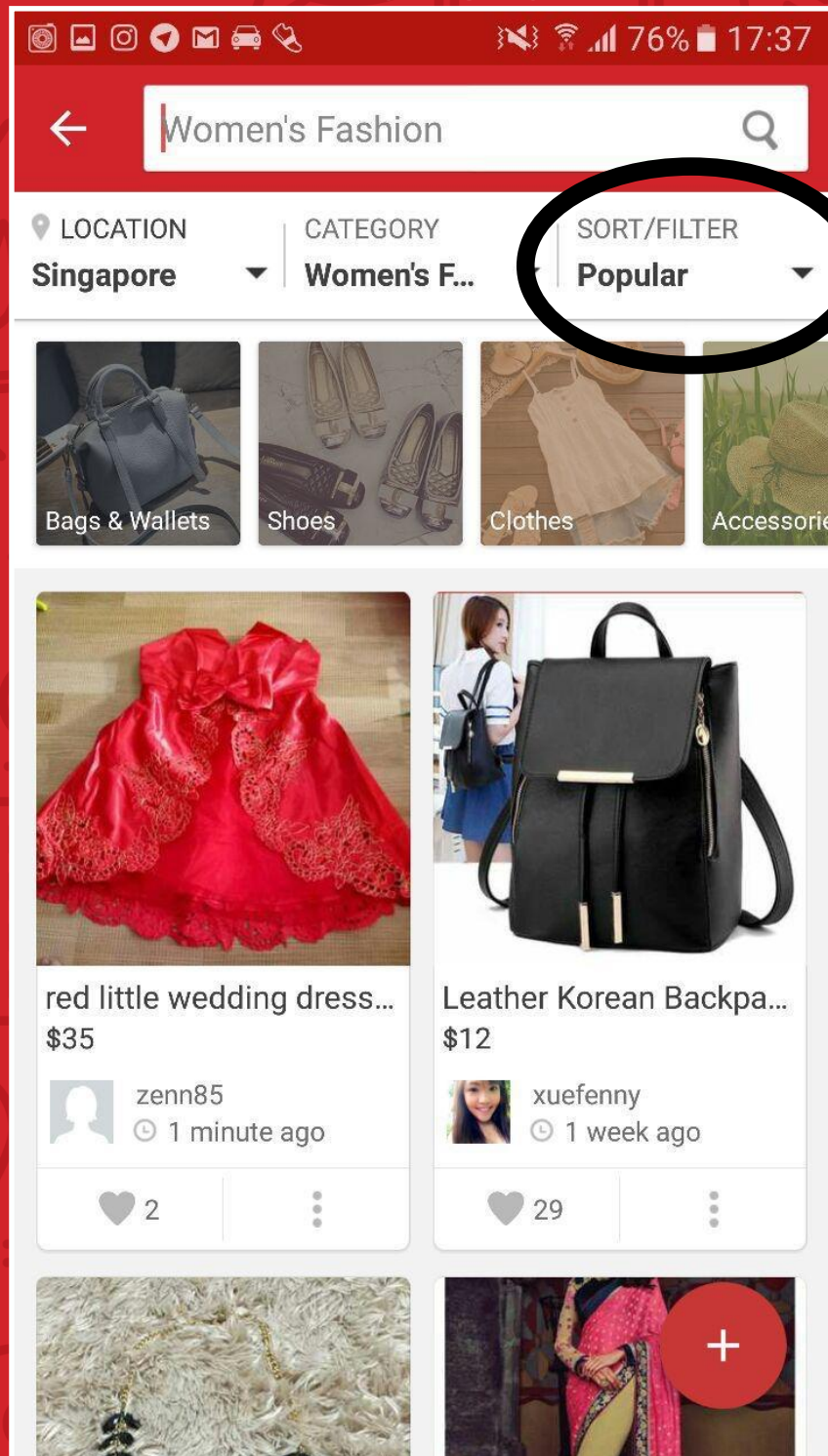


Improve
Experience by
browsing using
Sub-Categories

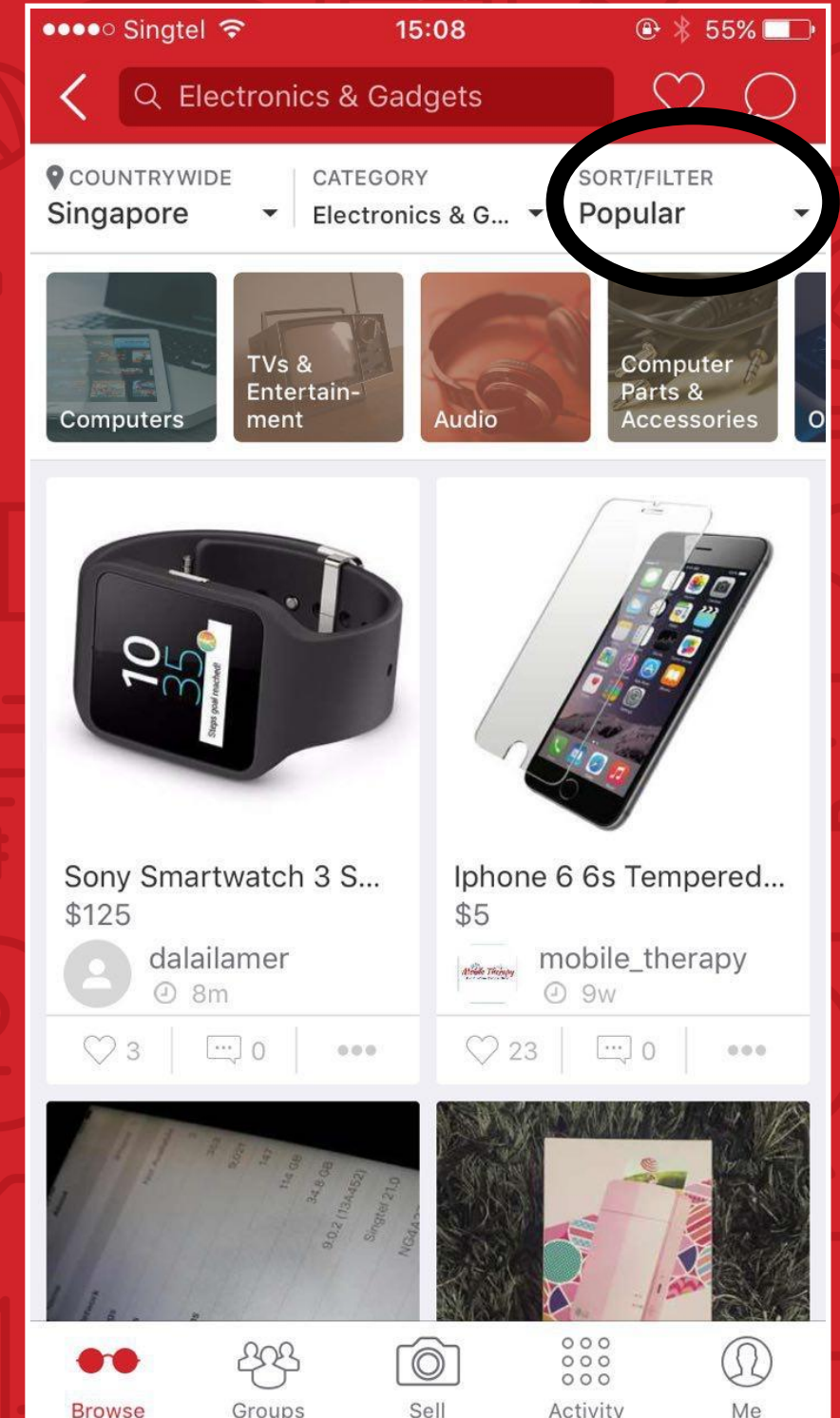
Buying on Carousell (Browsing Marketplace)



Android



iOs



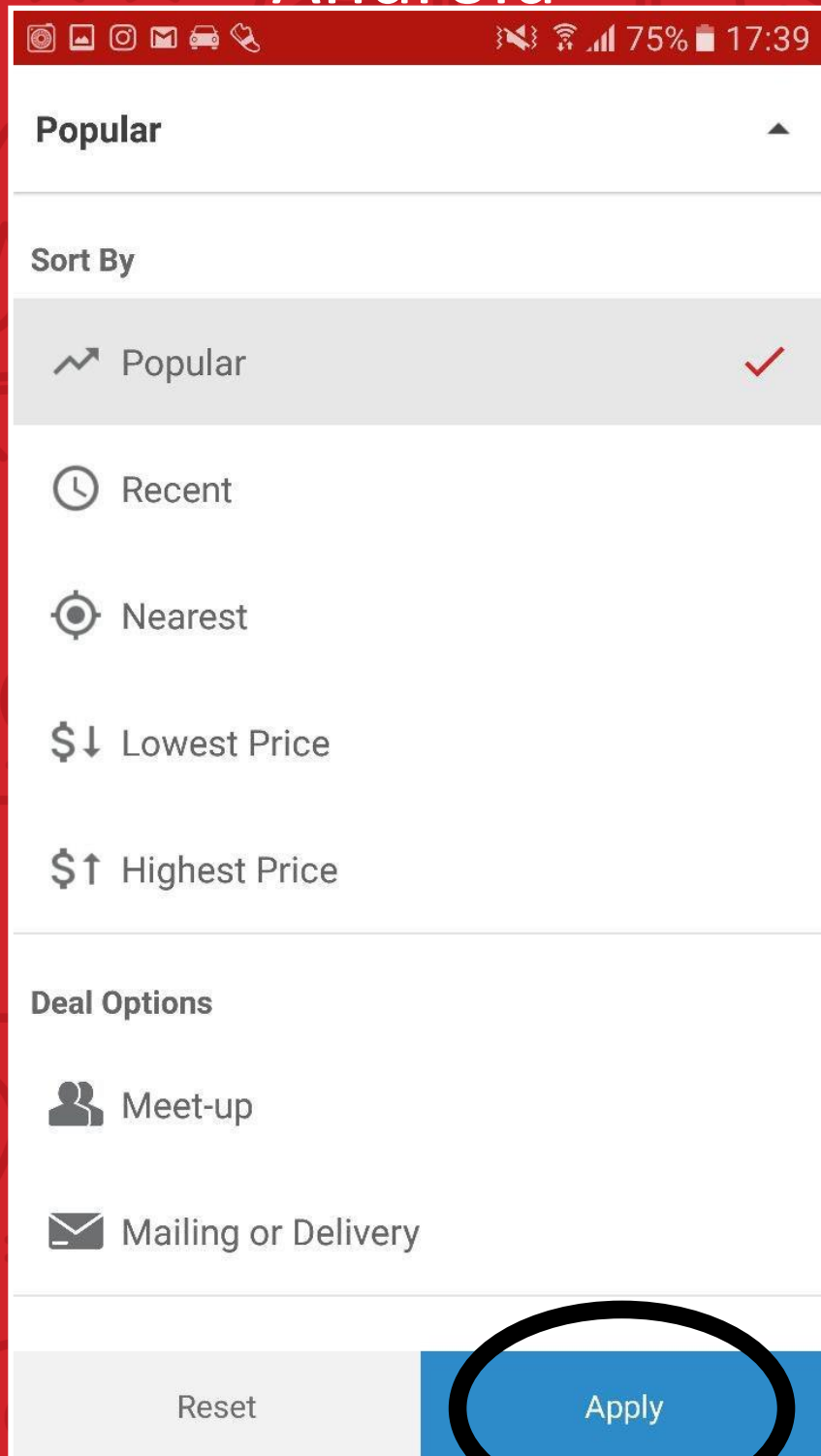
Improve
Experience by
browsing using
filters

Buying on Carousell (Browsing Marketplace)

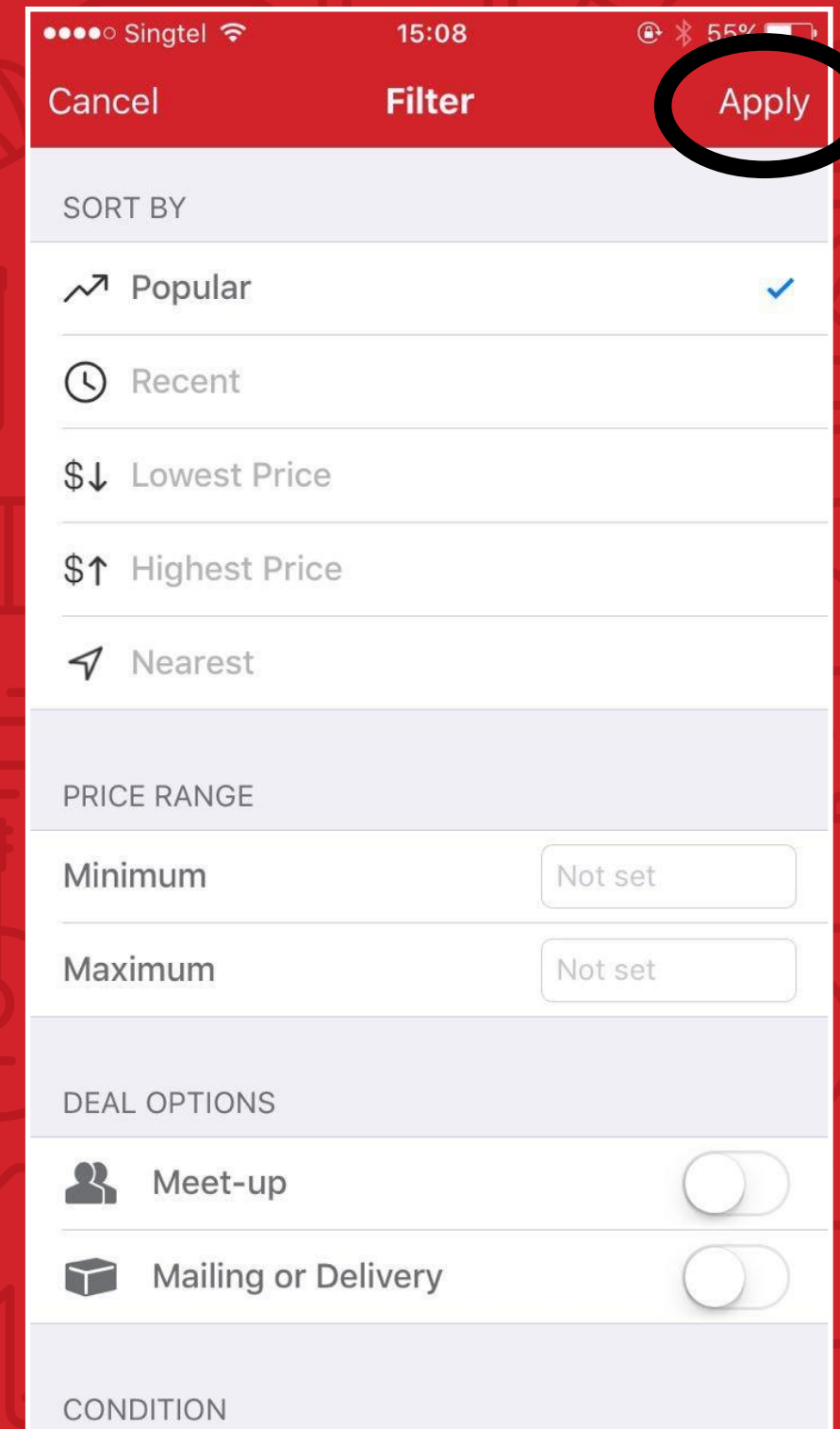


Android

iOs



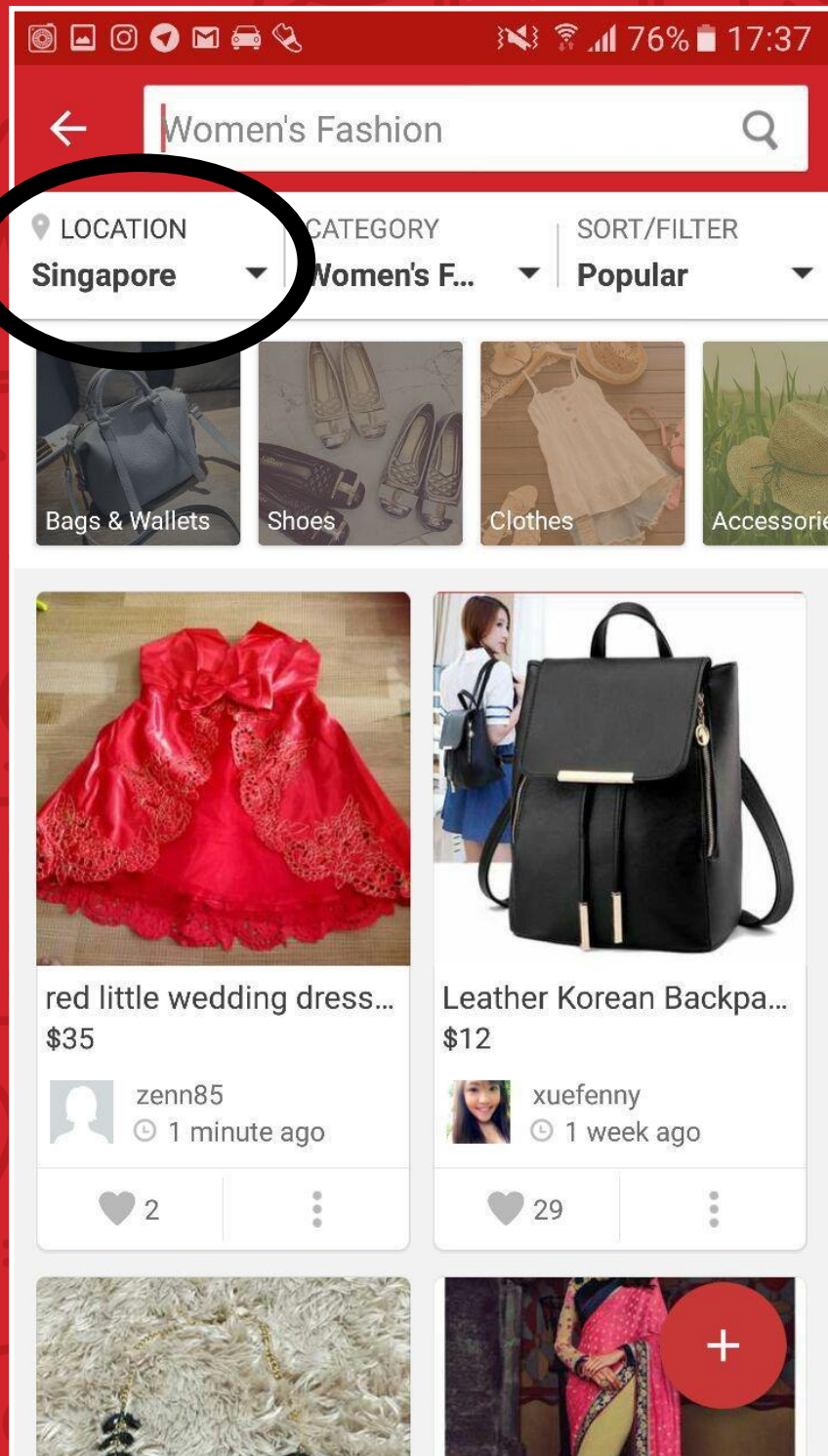
Adjust filters
accordingly
& click
“Apply”



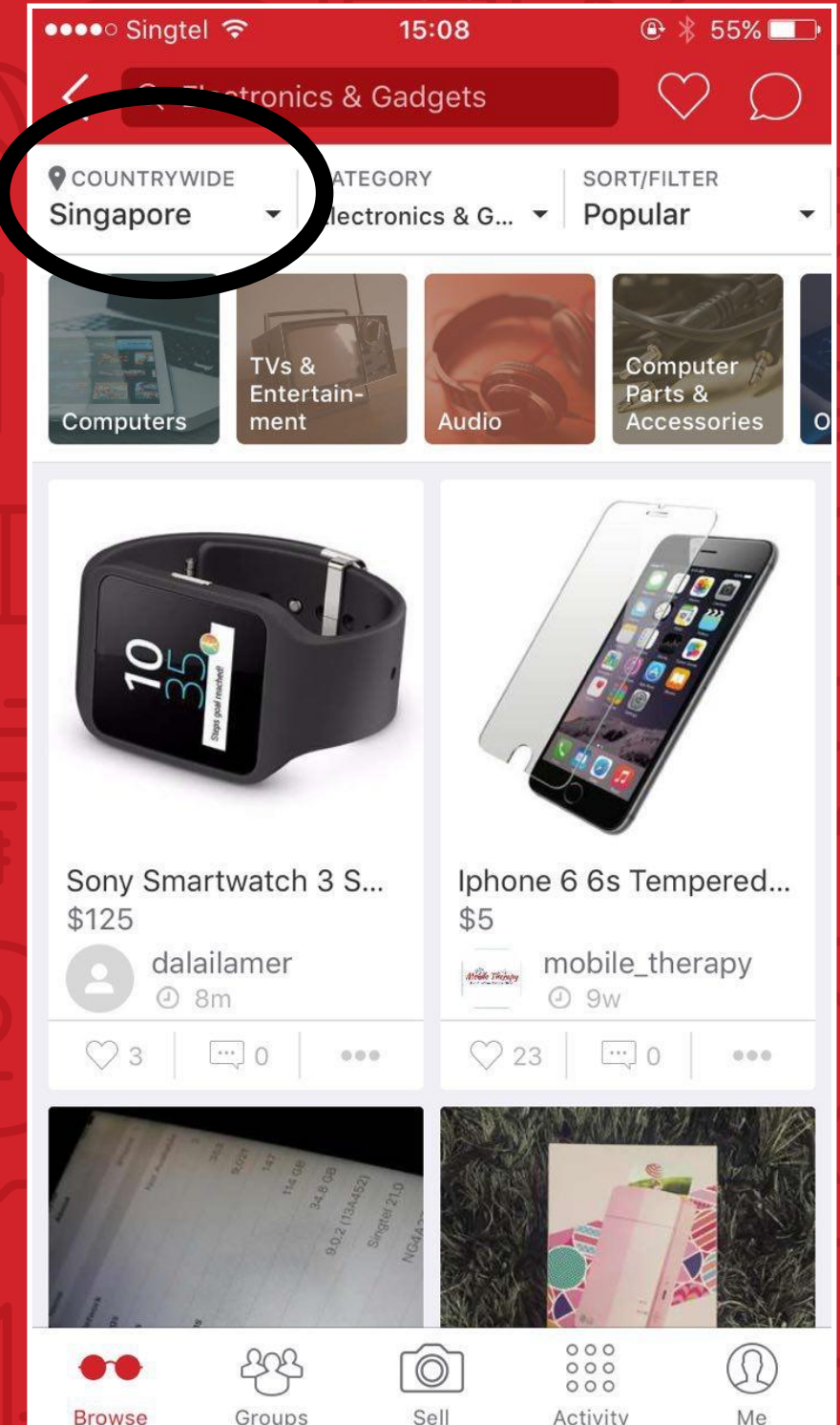
Buying on Carousell (Browsing Marketplace)



Android



iOs

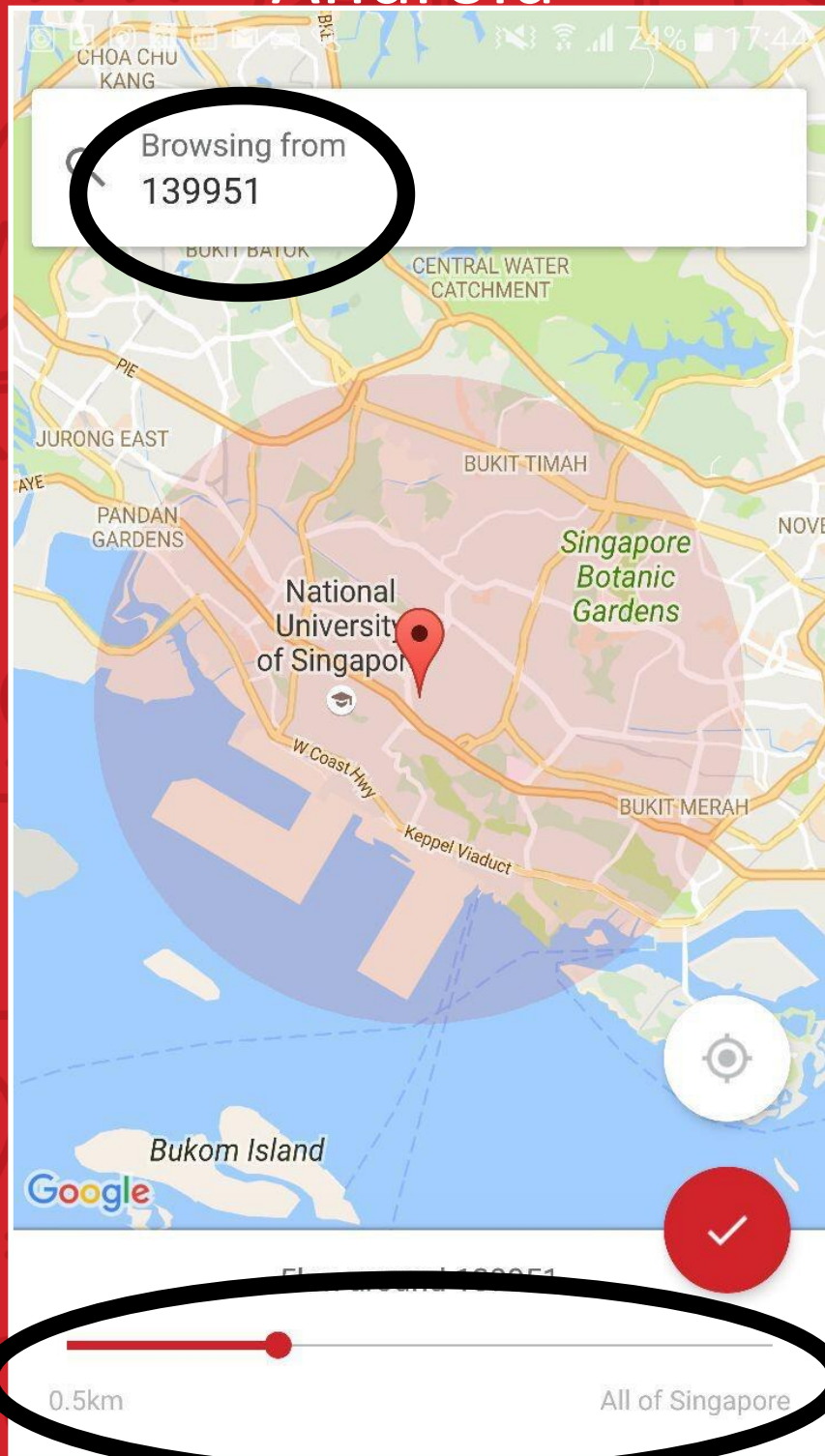


Browse
according
to location
to see
listings near
you

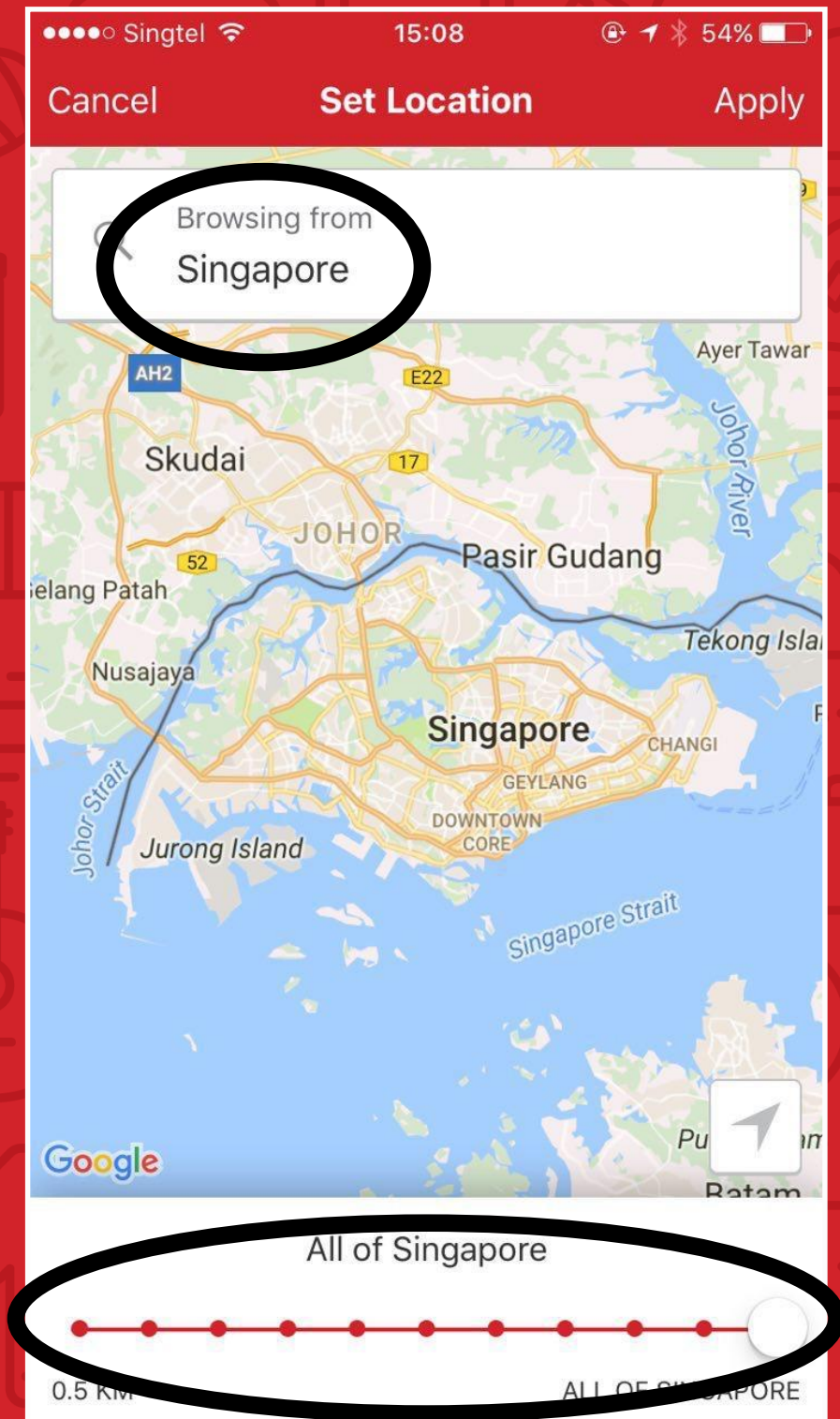
Buying on Carousell (Browsing Marketplace)



Android



iOs

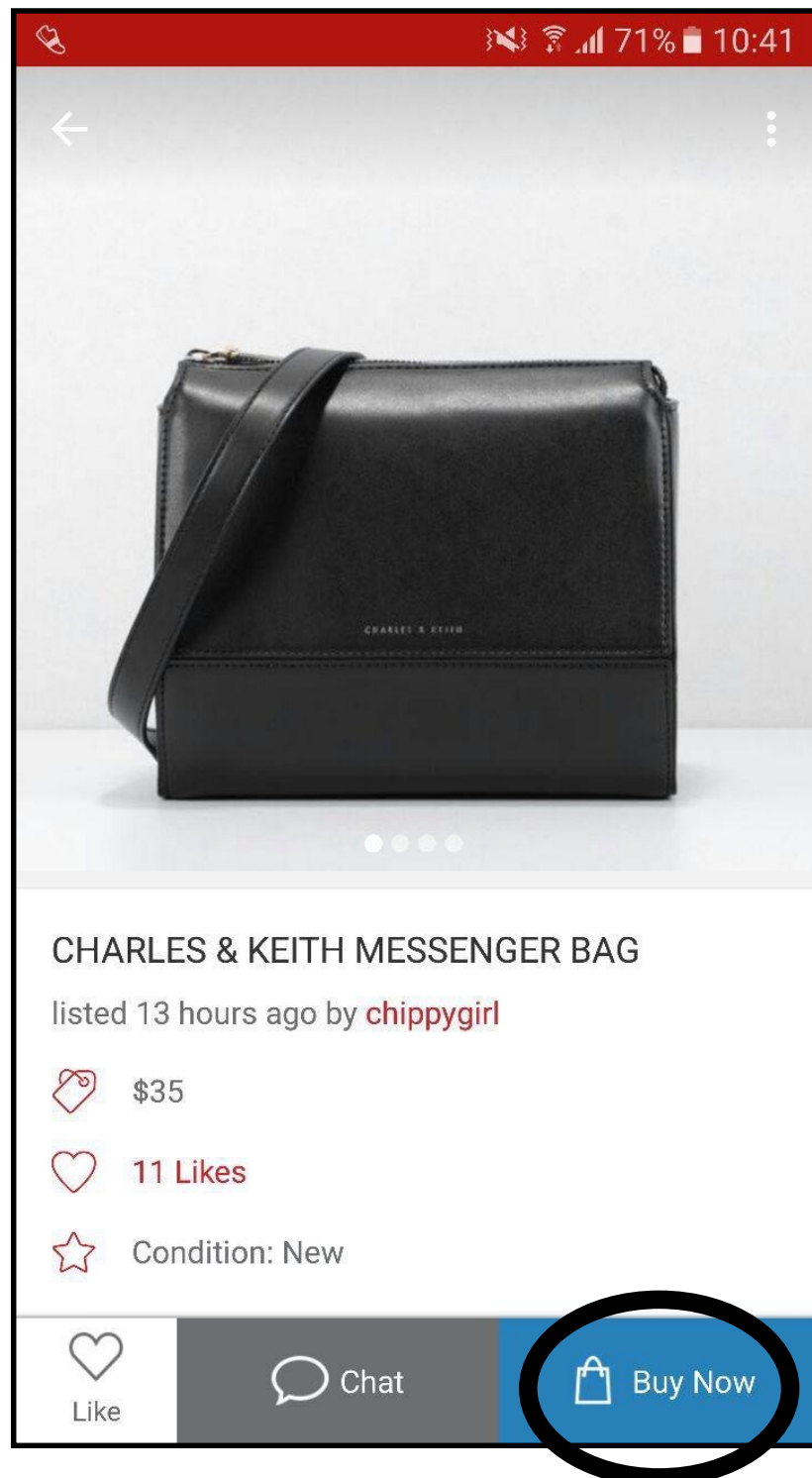


Key in postal
code and
adjust radius
accordingly

Buying on Carousell- Making Offer

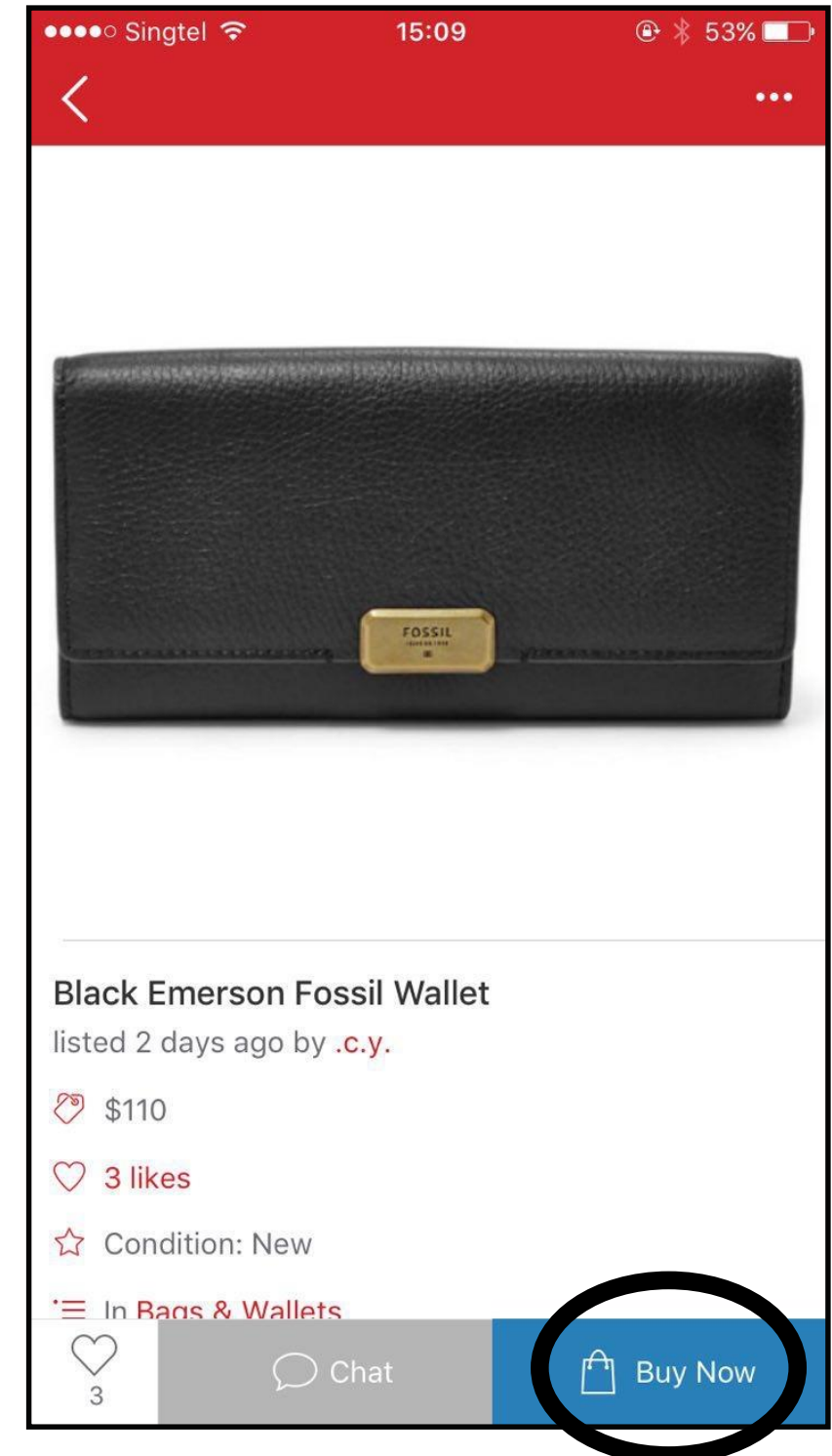


Android



Click
“Buy Now”
to make
an offer
immediately

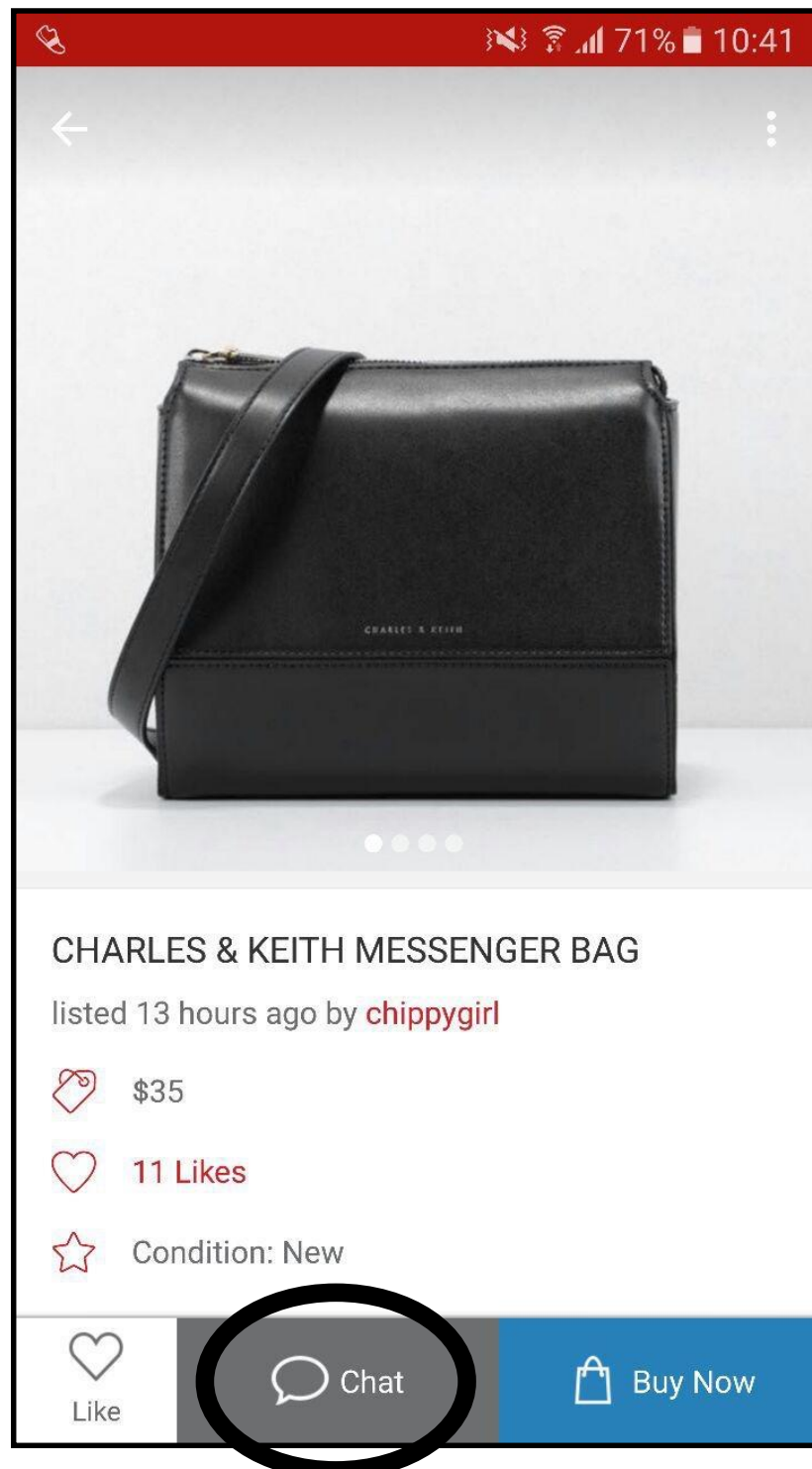
iOs



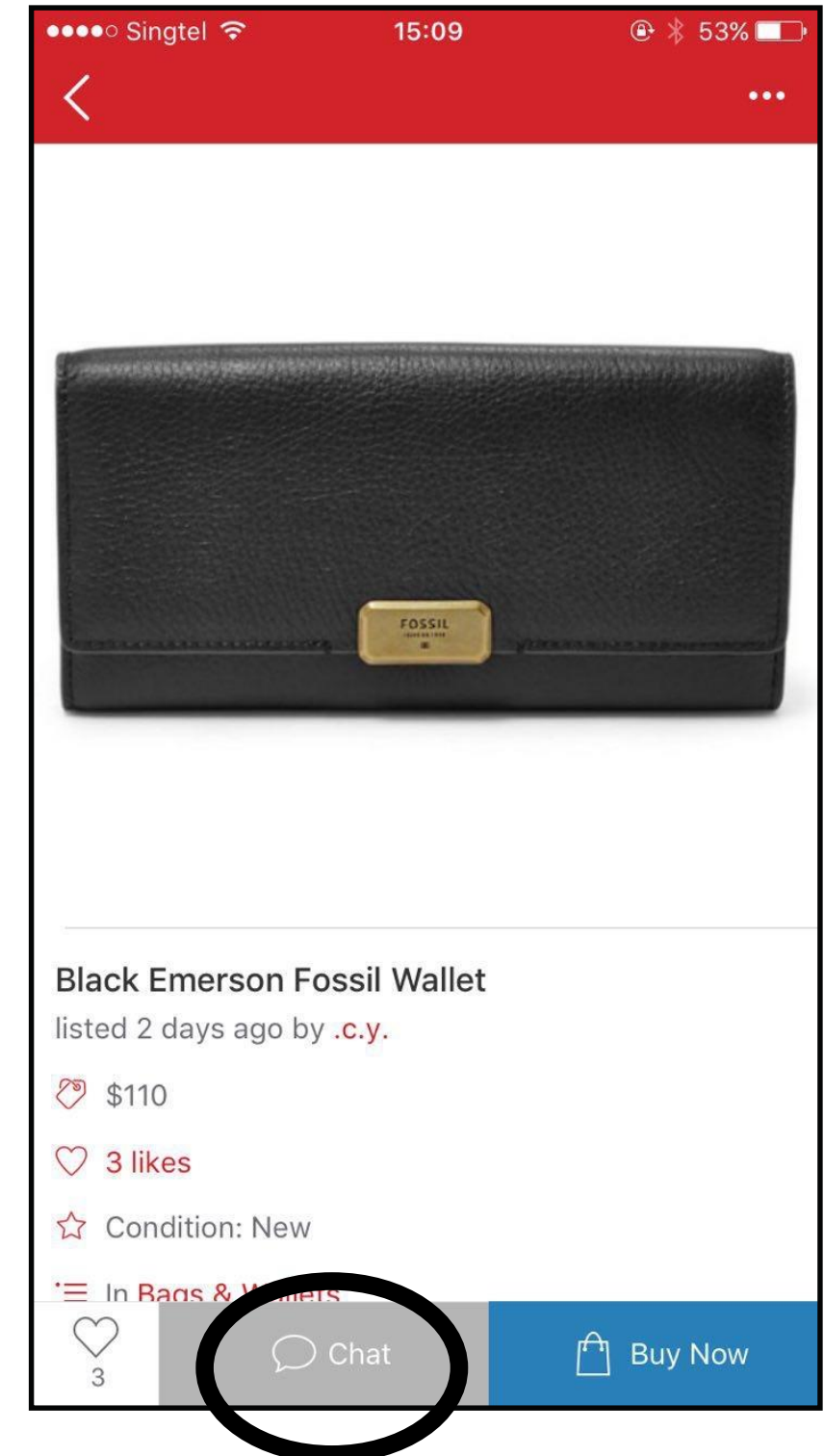
Buying on Carousell- Chat



Android



iOs

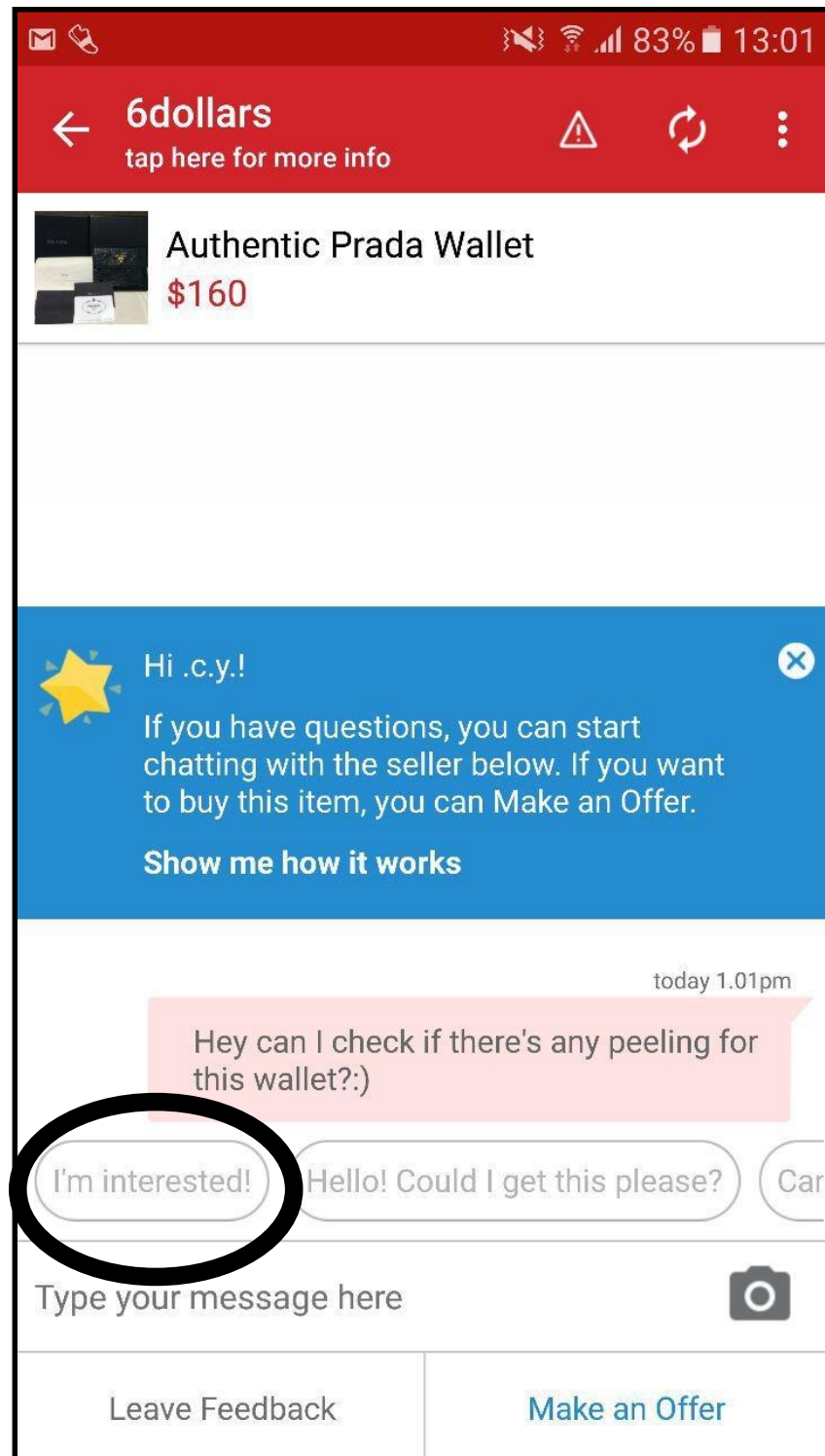


Click "Chat"
to be
directed to
the chat page.

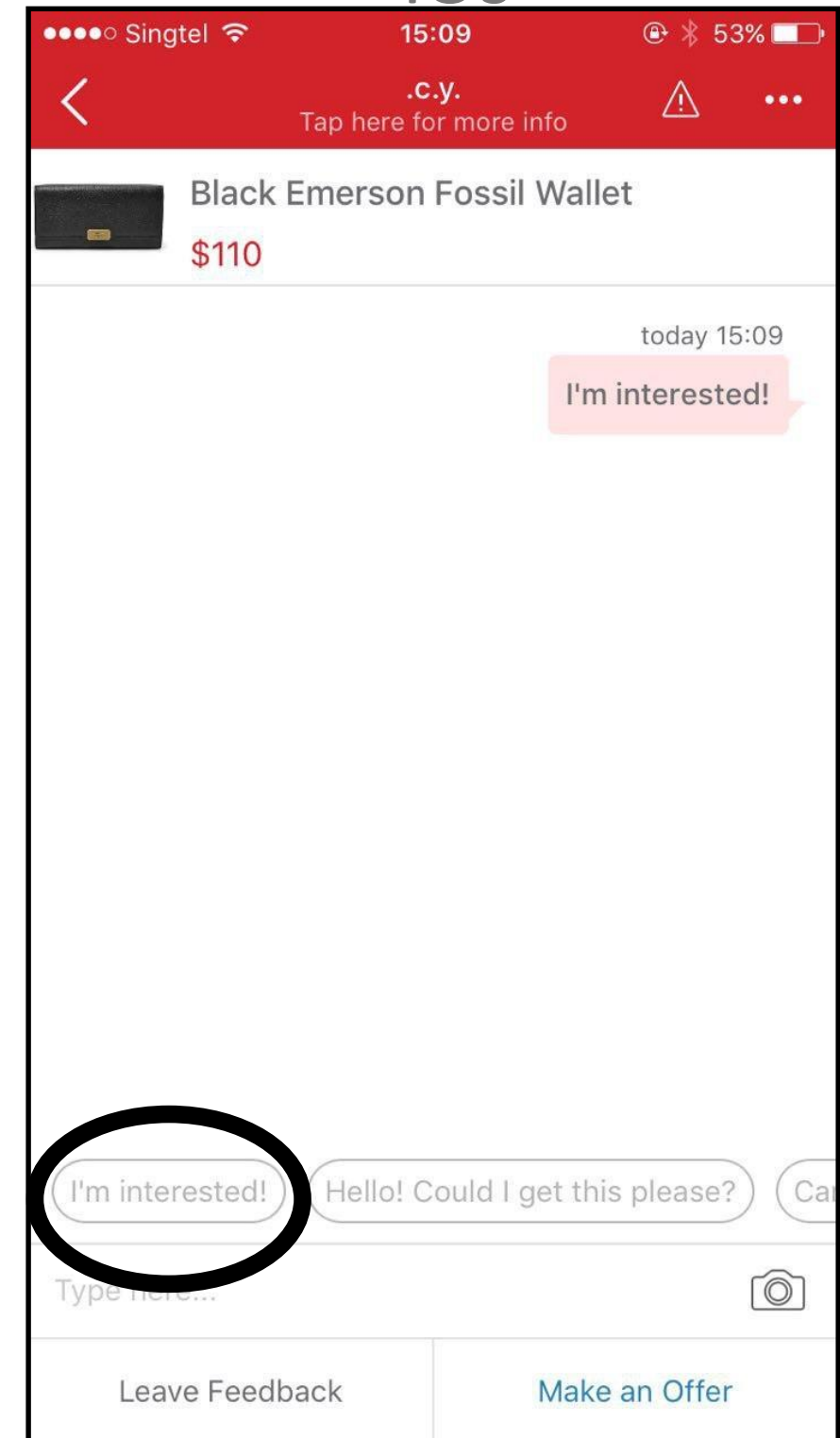
Buying on Carousell- Chat



Android



iOs



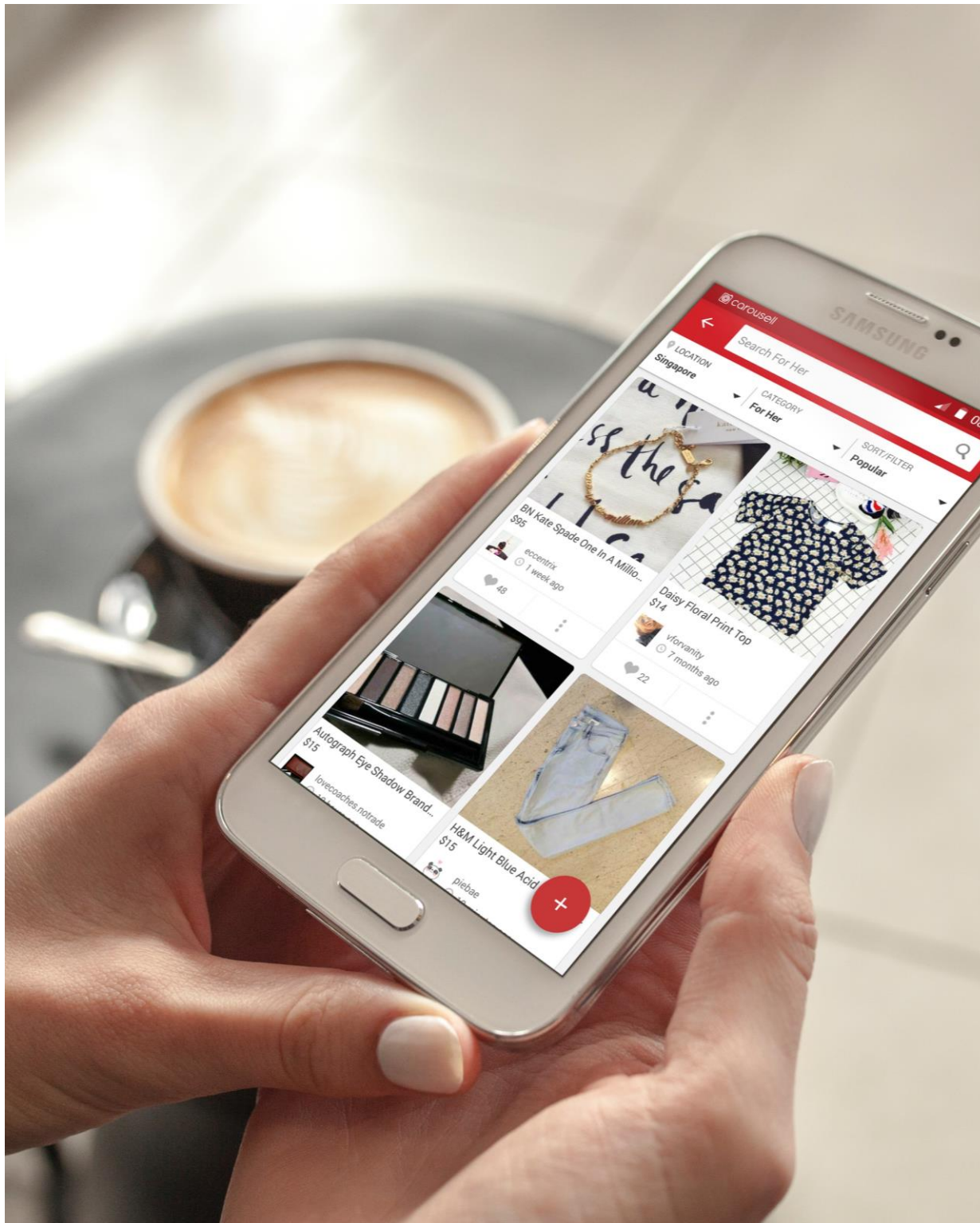
Use given
templates or
type to chat.



Buying on Carousell (Payment & Delivery)

Different Options:

1. Bank transfer and mailing
2. Cash on delivery and meet-ups
3. Paypal





Transacting Safely on Carousell

How can we stay safe?

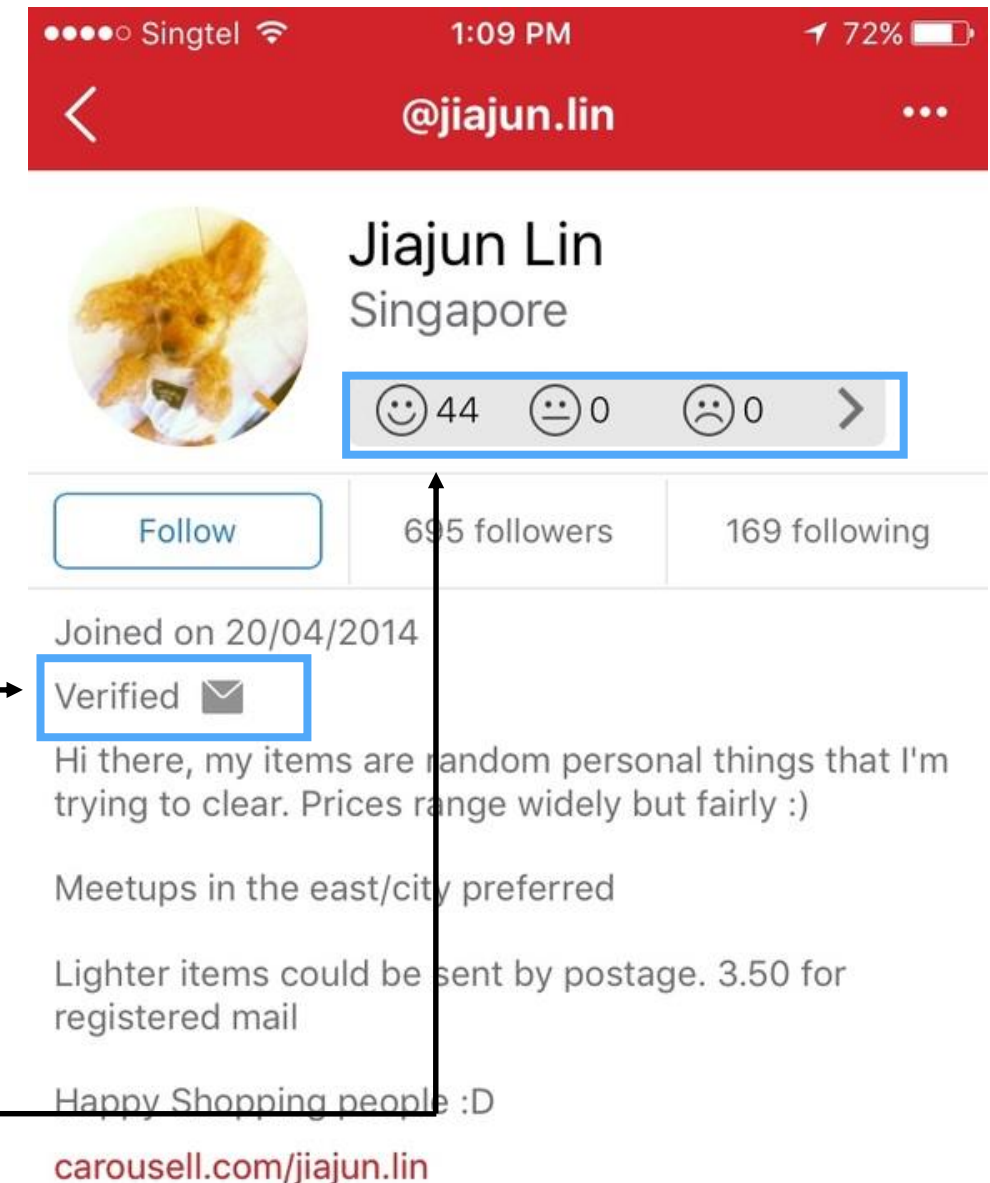
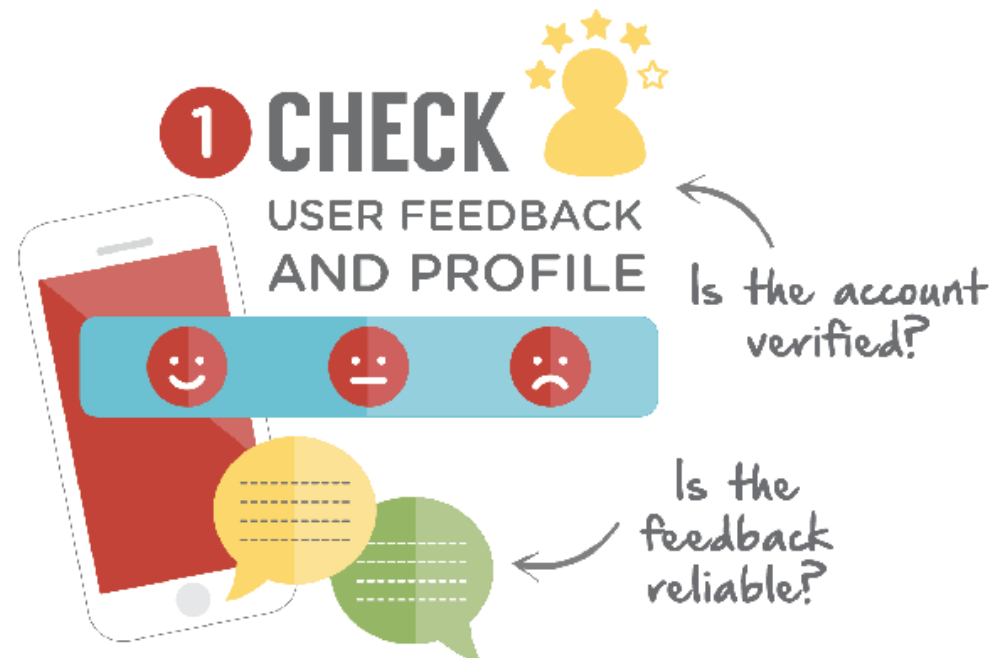


How to deal safely on Carousell

- Any Ideas?



How to deal safely on Carousell



- Always check the profile of the user you are dealing with

1. Is the account verified?
 - Tap in to read feedback

3. Scroll down to see if they have sold items before



How to deal safely on Carousell

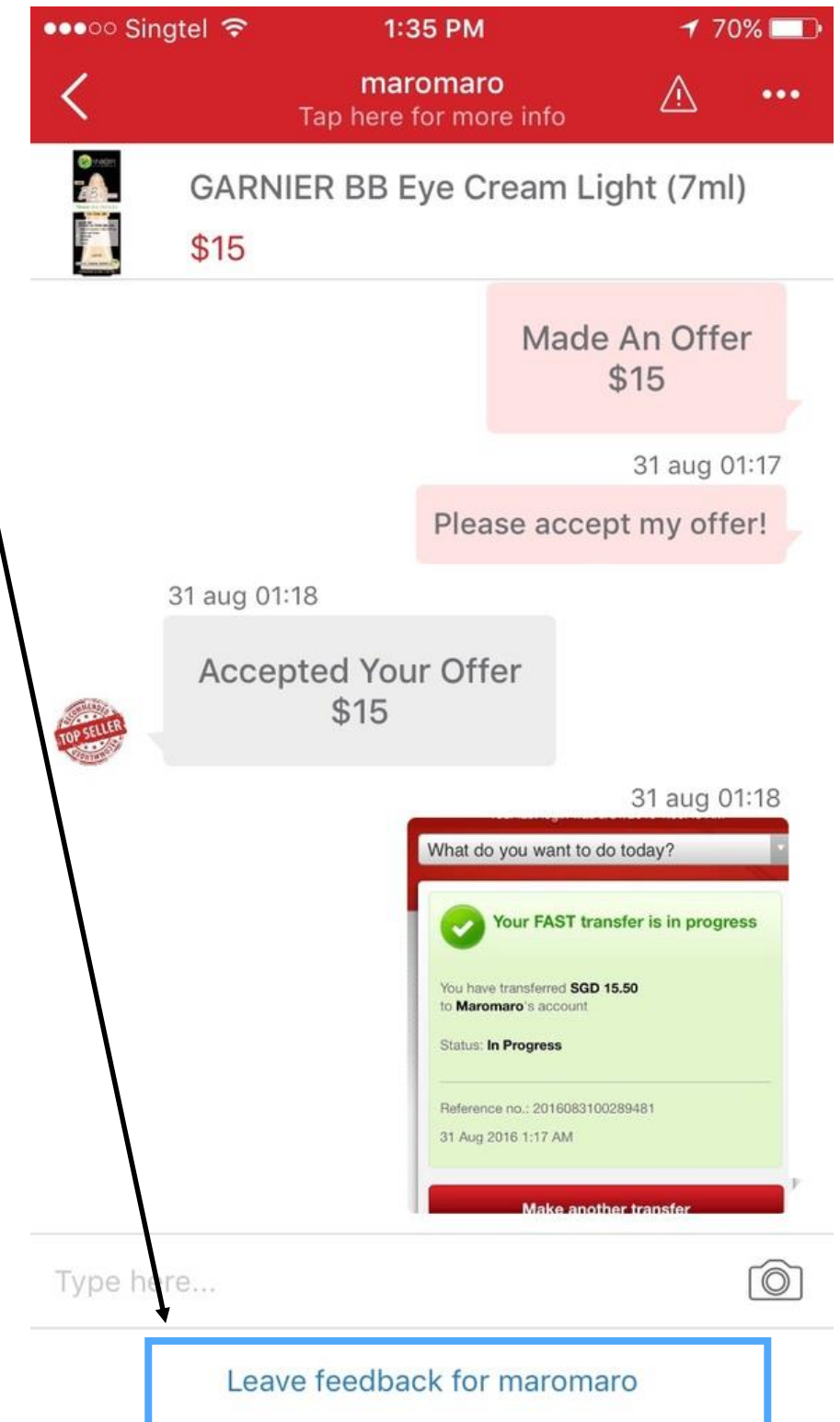
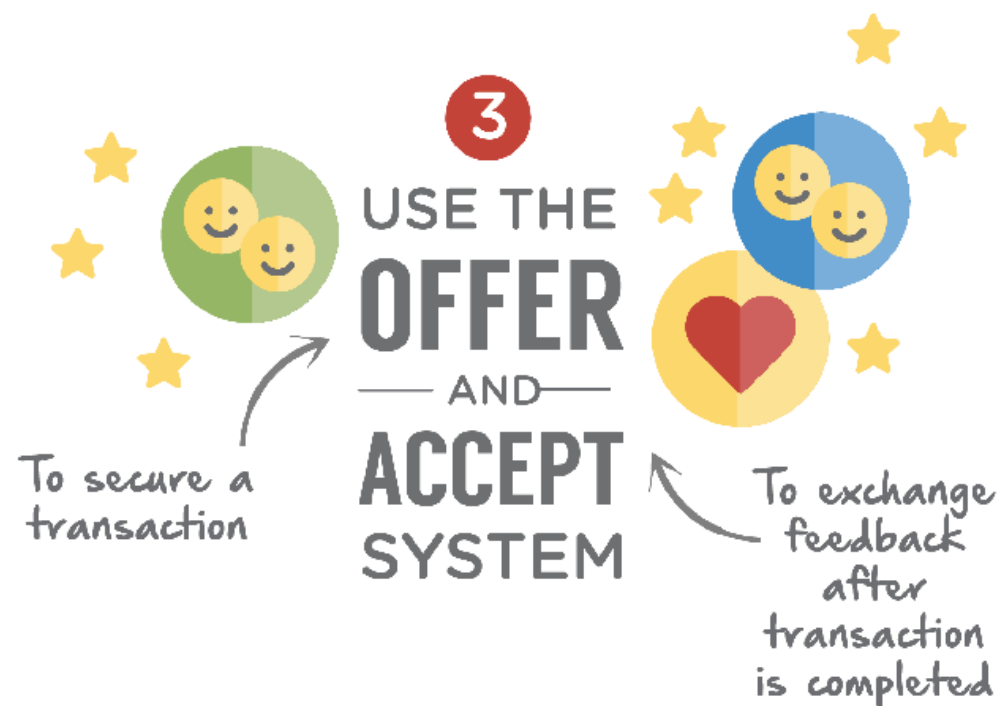


- If you're sincerely interested to buy, ASK Questions.
- Always deal within the Carousell app.
 - Don't bring the conversation out of the platform



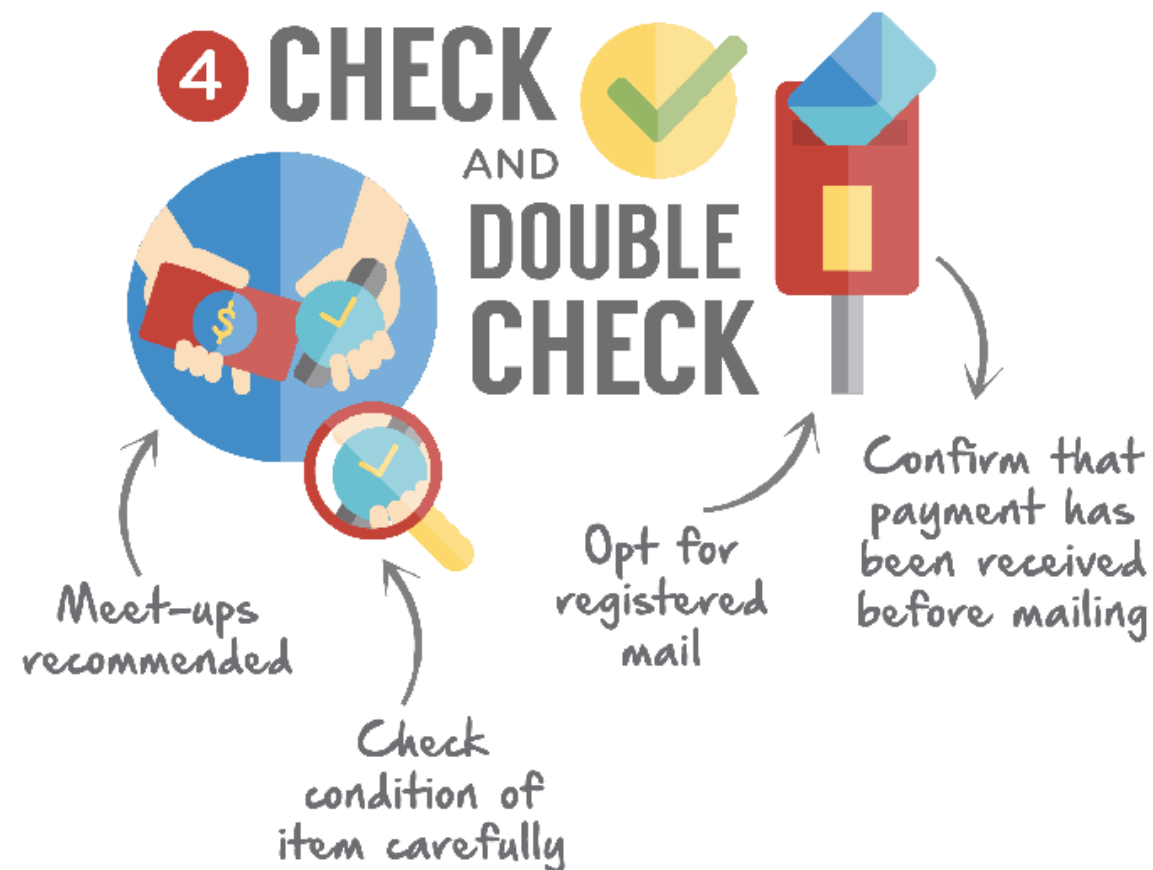
How to deal safely on Carousell

- Make sure there is an ACCEPTED OFFER before meeting up or paying.
 - This way, you can leave a feedback after the transaction is complete.
 - This places more pressure on both parties to keep to their deal or risk a negative feedback





How to deal safely on Carousell



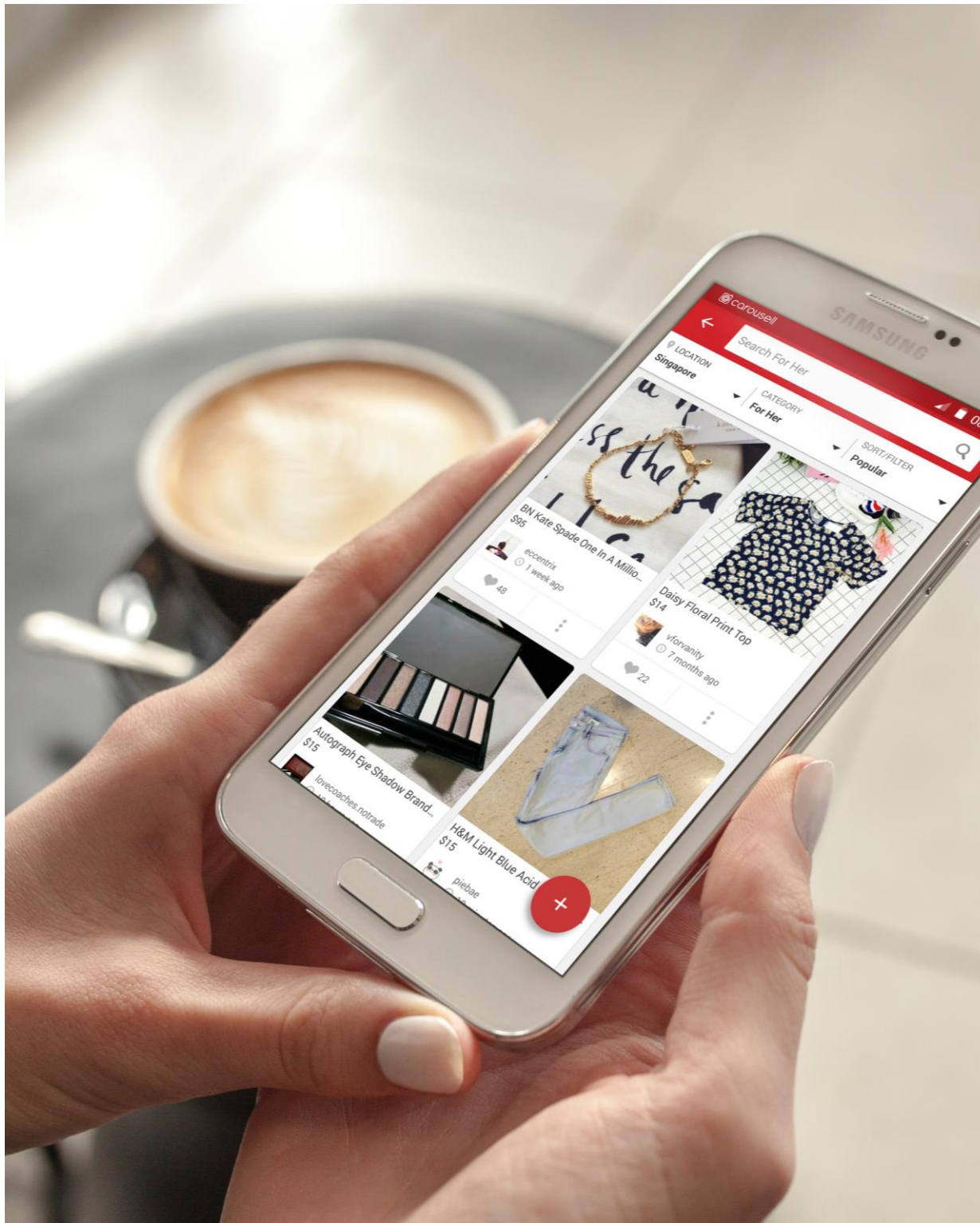
- Confirm that payment has been received before mailing or handing over the goods.
- Meet-ups are recommended for big ticketed items.
 - Make sure you check the condition of the item carefully
- Opt for registered mail.

- If it's too good to be true, it probably is.
 - E.g. Brand new Iphone 7 for \$500 (Retail: \$1048)
 - Do your research!





How to deal safely on Carousell



Buying and selling can be pleasant and enjoyable as long as you exercise logic and caution!



END!