

Top Helpers Review Policy

Why writing a moving review:

Our community wants to hear about your experience. By simply adding your review you are helping millions of people just like you to choose the better company. Writing a review and reviewing your company is fast and easy in less than 5 minutes. No matter if it is a bad or a good experience, publish your comments, testimonials, complaints, and consumer reports and help others to make more informative decisions when hiring movers.

Top helpers expects that all reviews adhere to the following:

1. Reviews should be about

- Your review should be about your own personal experience with a moving company or with a customer that you sourced through Tophelpers.com
- Your review should not be about the helper company or the customer. If you have website feedback you can [contact us](#) to share your feedback.

2. Customers and companies also can write a reviews for each other

- In contrast to other companies, TopHelpers allows to write a review to customers as customers can write a review to companies.

3. Publicity of the reviews

- All reviews posted on Top Helpers are public and the reviews will be posted after 20 days
- **Information that will be posted alongside the review:** Your first name and last name or company name only. The other information will be invisible. Example: "Forrest Thayer"

4. **Reviews should be relevant**

- Keep your reviews relevant to your experience, since people are reading your reviews to learn about advantages or disadvantages. Reviews that are off-topic can be distracting and don't help others make informed decisions. For this reason, reviews should focus on your interactions with other community members and your time during the move.

To keep reviews relevant, we recommend avoiding the following:

- Commentary about a person's social, political, or religious views
- Profanity, name-calling, and assumptions about a person's character or personality
- Content that refers to circumstances entirely outside of another's control
- Content about services not related to Top Helpers (for example, an airline, rideshare, restaurant, etc.)
- Commentary about past reservations and companies, or about a product that does not relate to the customer or the company you are rating
- When we receive a report of a review that violates this policy, we may remove the review from our platform. Repeated violations may lead to suspension or permanent deactivation of the account(s) responsible for the reviews.

5. **Violations that lead to review removal:**

- **Advertising:** Don't use reviews for advertising, such as adding links to other websites or phone numbers. Reviews should be a genuine reflection of your experience with a place – don't post reviews just to manipulate a place's ratings.
- **Spam:** Please don't spam. Write a genuine report of your experience with the place. Don't include promotional/commercial content, don't post the same content multiple times, and don't write reviews for the same place from multiple accounts.
- **URLs:** To help prevent advertising and spammy reviews, we don't allow links to other websites in reviews.
- **Off-topic reviews:** Don't post reviews based on someone else's experience, or that are not about the specific place you're reviewing. Reviews aren't meant to be a forum for general political or social commentary or personal rants.
- **Hate Speech:** Don't use obscene, profane, or offensive language. We'll also remove reviews that represent personal attacks on others. We don't allow reviews that advocate against groups of people based on their race or ethnic origin, religion, disability, gender, age, veteran status, sexual orientation, or gender identity.
- **Conflict of interest:** Reviews are most valuable when they are honest and unbiased. If you own or work at a place, please don't review your own business or employer. Don't offer or accept money, products, or services to write reviews for a business or to write negative reviews about a competitor.
- **Illegal content:** Don't post reviews that contain or link to unlawful content, like links that facilitate the sale of prescription drugs without a prescription.
- **Intellectual property:** Don't swipe content from other sites or users. Don't post reviews that infringe on others' rights – including copyright.

- **Sexually Explicit Material:** We don't allow reviews that contain sexually explicit material. Also, we absolutely don't allow reviews that sexually exploit children or present them in a sexual manner. For this type of content, we'll remove the review and send a report to law enforcement.
- **Personal and confidential information:** Don't post reviews that contain another person's personal and confidential information, including credit card information, government identification number, driver's license information, etc.
- **Demanding payment:** Beyond simply asking for a refund to remedy a bad experience, you should not use removing or posting your review as a way to extract payment from a business, regardless of whether you've been a customer.
- **Deadline of the review:** All reviews will be taken after 3 years from the day that it was inputted
- **Verification process:** All reviews submitted to Tophelpers.com go through a review verification process and any reviews that do not meet our review guidelines will not be posted to Tophelpers.com.

6. Posting, reposting, editing, or deleting a review

- Politely, if one party leaves a negative review, the second party may contact the first party and try and resolve the issue. You'll be able to edit your review if you choose to do so. But we won't tolerate harassment and we never remove or edit customer reviews at the request of the helper company or vice versa
- You can request to edit or delete a review through your profile or here. First login at Tophelpers.com using the email address that was submitted to Tophelpers.com. After logging in, click on the Orders tab. You should find the order then go down to the order click on the edit or delete your review. These requests must be approved by Moving.com before changes are made to site content.
- If you are unable to edit or delete your review through the Consumer Portal then you can contact the Top Helpers customer support at support@tophelpers.com
- **Does Top helpers remove or edit the reviews?** Very few. If your review contains intense profanity, blatant racism, violates the Terms of Service, etc. we reserve the right to remove it. We never remove or edit customer reviews at the request of the helper company or company reviews at the request of the customer as long as it's a personal experience

7. Contesting a review

- As a customer or a moving company, you can request that a review be removed for the following reasons:
 - The review is for the wrong customer or company.
 - You did not work with this customer or company.
 - The review is not based on a genuine experience.

- To contest a review, contact your account representative or support@tophelpers.com and include the
- com may in its sole discretion investigate the validity of the review. The Top Helpers team will have the final judgment on whether a review is valid and whether it will be published on the Tophelpers.com website.

8. **Inappropriate content**

- Reviews must not include any personally identifiable information such as first or last names, phone numbers, emails, and addresses.
- Reviews must not include off-topic or irrelevant content that is not directly related to your moving experience with the moving company with which you worked.
- Reviews will only be published if they are unique to a single move. Multiple reviews by the same individual for a single move will be removed.
- Reviews that attack other reviewers will be removed. If the primary purpose of your review is to mock or harass other reviewers, then your review will be removed.
- Reviews must be your own original content. Reviews that plagiarize from other sources or use copyrighted material without permission will be removed.
- Reviews that are harassing or threatening, or that contain hate speech or bigotry will be removed.

9. **False reviews**

- Top Helpers only publishes reviews that we believe are based on legitimate moving experiences.
- We have a zero-tolerance policy against false reviews. We try to verify each review to ensure that the reviews are genuine.
- Reviews that we believe to be false will be rejected.
- Reviews that are initially published and that we later believe to be false will be removed.
- If you have evidence that a review is false, we encourage you to email us at Support@tophelpers.com

10. **If you feel a review is untrue**

- While we encourage and expect all community members to post reviews that contain objective and accurate information, Top Helpers doesn't mediate disputes concerning the truth of reviews. We expect the author of the review to stand behind the content of their review.

11. Questions and feedback

We welcome your questions and feedback about Tophelpers.com and these guidelines. Please contact us [here](#).