

### **Chat Guidelines: AGS Retailer SourceHub**

Welcome to the AGS Retailer SourceHub. This chat is designed for AGS retailers to quickly source any products or services they need, utilizing AGS vendor members to help them.

**Retailers Post Their Sourcing Needs:** Retailers, please use this platform when you need a product or service. American Gem Society (AGS) members who are vendors (suppliers or sustaining members) have been vetted by AGS, just like you have. They share your commitment to excellence. Trust that your needs will be met by professionals who prioritize AGS values and who go out of their way to exceed their client's expectations.

- Vendors, if you have what a retailer needs, please respond to them by tagging the retailer's [@name] and including your information, including how to contact you to discuss further.

**Cold Soliciting is Not Permitted in the Chat:** This group is designed for AGS Retailers to seek the products and services they need.

- We respectfully ask that AGS Vendor members refrain from posting unless they are responding directly to a specific request by a retailer. This ensures a focus on AGS Retailers' needs and provides a clean timeline so their requests can be easily and quickly seen.
- If you would like to post a product shot or introduce yourself, please do so in the main Facebook group, not the chat itself.
- *Off-topic content within the chat may be removed to maintain the forum's focus.*

**Only Promote AGS Members.** The purpose of this chat is to help AGS retailers source products and services with AGS Vendor members, such as a supplier or sustaining member.

**Facebook is Cracking Down on Certain Words:** Facebook groups dedicated to timepieces have been removed without warning. Please be mindful of this, and if you need something in this category, please visit [ags.org/FindaVendor](https://www.ags.org/FindaVendor).

**Politeness and Professionalism:** All members are expected to maintain a polite and professional tone at all times. Respectful communication fosters a collaborative atmosphere, enabling us to solve business needs effectively.

**Honesty and Transparency:** Be transparent about your requirements and expectations when seeking products or services. Clarity helps vendors provide tailored solutions, and it ensures smooth transactions.

**Confidentiality:** If you need to discuss something confidential, please do so outside the chat and the group. Connect via Direct Message on Facebook if needed or, if you are comfortable

doing so, provide contact info to reach each other within the post. We recommend the vendors post an email or phone number in the chat so the retailer can contact them. Respect the confidentiality of business discussions. Protect sensitive information and discussions shared by fellow members.

**No Discrimination or Harassment:** Discrimination, harassment, or disrespectful behavior will not be tolerated. AGS is an inclusive community; we expect all members to adhere to these principles.

**Moderation and Enforcement:** Group moderators will enforce these guidelines to maintain the group's integrity and purpose. Non-compliance may result in warnings or removal from the group, depending on the severity of the violation.

- **Please note:** While our moderators will check in regularly, response time may be slower outside regular business hours.

**AGS Mission Alignment:** Collaboration within this group should reflect the AGS mission of consumer protection, ethics, and education.

Adhering to these guidelines can create a supportive, collaborative, and productive environment within the AGS Facebook Chat. These rules ensure that members can efficiently meet their business needs while upholding the values of the American Gem Society.