

**The Independent Online Booksellers Association is dedicated to promoting independent online bookselling by:**

1. Maintaining and enforcing high professional standards among our international membership, backed up by a strong Code of Ethics.
2. Furthering bookseller professional development through the establishment of a Mentorship Program, the granting of scholarships, and other formal and informal support systems and educational initiatives.
3. Promoting trust between customers and booksellers by providing a safe online environment for the sale and purchase of books.
4. Fostering consumer awareness of online book buying.
5. Interacting with businesses, organizations, and governmental entities that have an impact on online bookselling.
6. Providing programs and services that will help member booksellers to strengthen their businesses.

**Interested in joining the Independent Online Booksellers Association?**

Before filling out the application form, please take a few moments to read about our guidelines.

IOBA is an inclusive organization, and membership is not limited to sellers of rare or antiquarian books. However, we do require our members to display professionalism—both in book descriptions and in interactions with customers and other booksellers.

We look for sellers who provide accurate descriptions of their books, with all defects noted.

We also look for sellers who provide the best possible service to their customers—from packaging to prompt shipping to easy returns.

There are only a few absolute requirements, as follows:

1. You must have a minimum of one year prior bookselling experience.
2. You must be an owner/partner/member of an online bookselling business that is not a publicly traded corporation.
3. You must have and provide a valid resale license or business registration number if one is required to conduct business in your locality.
4. You must agree to conduct business in accordance with the IOBA Code of Ethics.

**Join at:**  
**[www.ioba.org](http://www.ioba.org)**



**The Independent Online Booksellers Association**

Supporting independent online booksellers since 1999.

We are an international trade association dedicated to ethical business practices that promote customer confidence. The organization offers members scholarships for continuing education, a mentorship program, excellent resources for booksellers, and a virtual community for discussions on all aspects of the bookselling profession.

IOBA members enjoy a reputation as professional and trusted sellers of books and ephemera in the online bookselling world. With a diverse international membership of over 350 booksellers, IOBA members created and follow standards for ethical and safe bookselling online. Our members provide clear and accurate descriptions and prompt shipping with fair return policies.

Customer satisfaction guaranteed.

Join today at [www.ioba.org](http://www.ioba.org)

***Ethical bookselling in the online world***

## The Book Buyer's Bill of Rights

**Y**ou deserve a civilized experience when buying books online.

Members of the Independent Online Booksellers Association strive to ensure your satisfaction through adherence to the IOBA Code of Ethics and through the following practices and assurances:

### Accurate Descriptions

IOBA sellers provide complete and accurate bibliographic descriptions, and they grade the condition of their books appropriately, noting any and all flaws.

### Shipping

You can expect prompt processing, careful packing, and speedy dispatch at reasonable rates.

### Return Policy

IOBA sellers guarantee satisfaction. If a buyer is dissatisfied, they may return their purchase within a reasonable amount of time, and a refund will be issued upon receipt of the item in its original condition.

### A Pleasant Buying Experience

You deserve a timely response, courteous communications, and a completely satisfactory transaction. IOBA members respect you, their customer, and they take pride in providing professional service from start to finish.



## The IOBA Code of Ethics

**W**hile various laws will govern how members operate their businesses, members shall take further responsibility for fostering mutual trust and respect between booksellers and customers by providing reliable services and conducting themselves with fairness and integrity, as detailed in the following Code of Ethics:

1. Members will provide full business contact information.
2. Terms and conditions of sale, including return policies, shall be clearly stated when offering any items for sale. These terms and conditions may be modified by mutual consent between member and customer.
3. Members will be familiar with the correct usage of the generally accepted terms of the book trade and will apply them accurately in the conduct of their business.
4. Members will provide a thorough and accurate description of all items offered for sale, noting appropriate bibliographic details, all significant defects, and all restorations or sophistications.
5. Members agree to a policy of guaranteed customer satisfaction. Items may be returned within a reasonable period of time, and a full refund will be issued upon safe receipt of the item. The member will cover return shipping costs if there was an error in the listing. Items lost or damaged during shipping from the member to the customer are the responsibility of the member.
6. Members will make every effort to keep their listings current. Items that have been sold should be removed as quickly as possible.
7. Members will respond to customer and book trade enquiries in a timely and courteous manner.
8. Members will make reasonable efforts to ascertain the authenticity of any material offered for sale. Unless other terms are clearly agreed upon by both parties, members will unconditionally guarantee representations of authenticity of all items offered for sale.
9. Members will not knowingly purchase or sell stolen material, and will cooperate with authorities and institutions on the recovery of stolen material.
10. Members will not knowingly violate copyright laws.
11. Members offering appraisal services shall abide by all applicable laws, and will adhere to the recognized standards governing appraisals. They shall not misrepresent their credentials, and they shall inform all parties of any potential conflict of interest in writing.

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