

Cal Poly Surplus Department User Ban Policy

Purpose:

The California Polytechnic State University, San Luis Obispo Surplus Department (CPSD) is committed to maintaining a fair, transparent, and secure process for the acquisition and disposition of government surplus goods. This policy outlines the framework for enforcing compliance with our terms and conditions, ensuring that all users act in accordance with our policies. The purpose of this policy is to safeguard the integrity of our operations and protect the interests of all stakeholders.

Scope:

This policy applies to all users of the CPSD platform, including but not limited to buyers, sellers, and browsers of surplus goods on publicsurplus.com.

Policy Details:

Users may face bans from bidding on CPSD items through the publicsurplus.com platform for reasons including, but not limited to:

- **Failure to Pick Up Items:** Not collecting items within 10 business days.
- **Harassment or Abusive Behavior:** Harassment, abuse, or inappropriate conduct towards users or CPSD staff.
- **Violation of Terms and Conditions:** Any breach of CPSD or publicsurplus.com terms, such as payment fraud, contract breaches, or feature misuse.

1. First Offense:

- **Duration:** The user will be banned from bidding on CPSD auction items for a period of 60 days.
- **Appeal Process:** After completion of the 60-day ban, the user may submit an appeal to have their access reinstated. The appeal should be submitted in writing to surplus@calpoly.edu. CPSD reserves the right to deny reinstatement based on the user's past behavior and the severity of offenses

2. Second Offense:

- **Duration:** The user will be banned from bidding on CPSD auction items for a period of one year.
- **Appeal Process:** After completion of the one-year ban, the user may submit an appeal to have their access reinstated. The appeal process is the same as outlined

for the first offense. CPSD reserves the right to deny reinstatement based on the user's past behavior and the severity of offenses.

3. Third Offense:

- **Duration:** The user will be permanently banned from bidding on CPSD auction items.
- **Appeal Process:** No appeal option will be available for a lifetime ban. The decision to impose a lifetime ban is final and reflects CPSD's commitment to maintaining a secure and compliant operational environment.

Additional Provisions:

- All bans, regardless of the offense, are subject to remain non-liftable if a review by CPSD, potentially in collaboration with publicsurplus.com or other reviewing bodies, shows significant instances of policy non-compliance or misconduct on other platforms or within related contexts.
- CPSD reserves the right to modify this policy as needed.

Implementation:

This policy is effective immediately. CPSD is responsible for the implementation, administration, and interpretation of this policy. Any questions regarding this policy should be directed to the CPSD administration team.

Conclusion:

CPSD emphasizes the importance of compliance with all policies and procedures. By participating in the CPSD platform, users agree to adhere to this User Ban Policy along with all other established policies by CPSD. Our goal is to provide a transparent and secure environment for all users, and adherence to these guidelines ensures the integrity and effectiveness of our services.