

Trust & Safety

Safety First. Trust Always.

Overview

Every year 3.5 billion people travel and 1.6 billion people shop online worldwide. Teleport encourages travelers and shoppers to explore new places, discover new products, and meet new people.

So we made sure to build a platform with trust at the heart and safety at its core.

You're Safe With Us.

Teleport is designed with safety in mind, both online and off, from the inside out.

From secure payments and messaging, end-to-end encryption and multi-factor authentication, to safeguarding your privacy—Teleport employs rigorous best practices to prioritize the wellbeing of our community.

We regularly audit the integrity of our multi-layered platforms to ensure its utmost safety, security and reliability.

Account Protection

Teleport takes certain measures to safeguard your account information. We require multi-factor authentication at login or when an attempt is made from a new device. We also send you text/email alerts whenever changes are made to your account or profile.

Additionally, we'll automatically issue you a unique personal identification number (PIN) to verify your identity whenever you make or receive a payment or make changes to your personal information.

Secure Payments

Teleport uses [Stripe](#) and [PayPal](#) as part of our secure payment processing system, and our secure escrow vault uses multiple encryption keys with split knowledge and dual control to ensure that your money is always safe with us.

Additionally, we'll automatically issue you a unique personal identification number (PIN) to verify your identity whenever you make or receive a payment or make changes to your personal information.

Secure Messaging

Teleport's secure messaging system uses end-to-end encryption to ensure that your messages are kept private and secure on our platform. Our messenger puts you directly in touch with your traveler/shopper only after a delivery has been accepted so that you can coordinate a time and place to meet up.

Scam Prevention

Always pay and communicate directly through the Teleport platform—no exceptions. This is for your own security and protection. As long as you stay on our platform you are fully protected by our multi-layer defense system and your delivery is insured by our money-back guarantee.

Background Checks

We screen travelers and shoppers by implementing a series of security checkpoints at sign up. We also periodically scrub our database against public state and county criminal records, including state and national sex offender registries on US-based travelers and shoppers, and the OFAC list (which includes terrorist designations) for all users that use our platform.

Teleport uses other preventative measures to flag potentially illegal behavior. Any persons acting inappropriately, using the platform illegally, or found to be in violation of our terms of service, will be banned indefinitely and prosecuted to the fullest extent of the law.

A Relationship Built on Trust.

Profiles

Your profile is your identity on Teleport. Everyone has a verified profile to prevent spam accounts and help users get to know each other. When creating a profile you'll be asked to provide your full name, date of birth, phone number, payment information, and email address. You'll also be required to upload a profile photo. Don't forget to smile! :)

Your public profile will also display your peer ratings and reviews.

Peer Ratings & Reviews

We aim to promote transparency across our platform and reviews help foster trust throughout the Teleport community. Travelers and shoppers are able to provide honest feedback and offer valuable insights about products, destinations, deliveries, and meetups, which helps improve our overall user experience.

Meetups

Meetups are a great way to connect with Teleport's global community and build trusted relationships with people from all over the world. When making a delivery, meet your shopper at one of our preferred partner locations or choose a public place (e.g. cafe, hotel lobby) that is safe and easily accessible.

It is not advised (nor is it customary) to meet your shopper at their private home or place of business.

We Got Your Back.

24/7 Support

We offer round-the-clock support in multiple languages to help guide you every step of the way. Our [Help Center](#) makes it easy to troubleshoot common issues on your own, but we'll always have a representative available for you 24/7.

We also offer individualized support for [Travelers](#) and [Shoppers](#). If you can't find the help you need, please [submit a support ticket](#). We will get back to you within 24 hours.