AIFreeForever

The Trustpilot Review Guide, 2026

A clear review helps other customers decide and gives the business feedback it can use. This guide shows what to cover by business type, the five rating names, Trustpilot's rules in plain words and a check list for your review. AIFreeForever is not affiliated with Trustpilot.

What to cover by business type

Business type	What readers look for
Online store	Ordering, delivery speed, packaging, product quality, returns
Software / SaaS	Sign-up, onboarding, features you used, support
Financial services, insurance	The application, communication, how issues were handled
Travel	Booking, the stay or trip, staff, changes and refunds
Telecom	Sign-up or switching, the connection, billing, support

The five rating names

- **Excellent (5 stars):** what went well, with the reasons.
- **Great (4 stars):** positive, with one honest caveat.
- **Average (3 stars):** what worked and what did not.
- **Poor (2 stars) and Bad (1 star):** candid and factual, never abusive.

Trustpilot's rules in plain words

- Write about your own, genuine experience. Fake reviews are removed.
- A call, email, chat or store visit counts, even without a purchase. Recent means the last 12 months.
- No reviews for a reward, and no sensitive personal data.

Source: Trustpilot's guidelines for reviewers, legal.trustpilot.com.

Review check list

☐ The title sums up the experience.

☐ It says what you ordered or used.

☐ It covers ordering, delivery or set-up.

☐ It mentions support, if you contacted them.

☐ Every detail really happened.

☐ No names of staff or personal data.

Plan your review

Business: _____

What happened: _____

Support: _____

Rating: _____

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