

Welcome to Maine Micro Artisans

South Portland - Bangor

Welcome! We are so glad you've decided to join MMA. Maine Micro Artisans is proud to operate two retail locations and produce dozens of events and opportunities for makers throughout our state. This contract pertains exclusively to participation in our retail stores. Participation in all other opportunities is addressed separately.

Summary

When you join Maine Micro Artisans your work may be displayed in any of our retail locations. Where your work is displayed is our choice. You are not guaranteed specific space, shelves or a designated area in a designated store. When you turn your work over to us, you agree to allow us full control of its display and sale. Your work may not always be available in all locations. We will use our experience and expertise to place your work in the store and location where we feel it will sell the best.

There is no monthly membership fee. We assess a 33% commission on all sales. There is a \$100 startup/onboarding fee for new artisans.

Shop Rules & Expectations

Following the rules is very important to keep things running smoothly. Protocols must be followed. Above and beyond this contract there may be rules or protocols implemented by our leadership team that need to be followed. By entering into this contract you agree to abide by any additional rules laid out.

Merchandising - Our merchandising sets us apart from other consignment shops. Unlike the traditional consignment model, you will not be guaranteed a specific location in the shop or a certain amount of space. Professionally trained, experienced staff will arrange items in the shop and merchandise your items appropriately and effectively. This allows us to present ourselves as a traditional retail gift shop rather than a disorganized flea market/antique store experience. Customers consistently offer positive comments on our shop design and layout. Rest assured, your beautiful items will be displayed in a flattering, easily accessible manner alongside related goods from other participating artisans. We're happy to accept most displays and racks to help display your work. You should be aware if you leave your displays with us they may also be used to house the work of other makers.

Pricing - You will need to set pricing for your items. **On occasion we may run a sale and offer a discount; that discount will be taken from our commission and you will still receive the full payout.** We don't run sales often. We work hard in our marketing to seek out those who appreciate and are willing to pay full price for handmade goods and artwork.

Tagging - All items must be barcoded. We will assist you with this. Before bringing or mailing your items into the shop, you will need to enter your product details into the MMA Vendor Portal(s). Once your items have been approved, you'll receive an email with instructions to set up an inventory intake appointment. When you arrive at your scheduled appointment, we will print your barcoded product labels and you'll

need to apply them to your products. We strongly suggest that your items include business cards or tags with your branding on them that will accommodate our barcode label. Inventory is accepted at the Maine Mall and Bangor locations. Inventory drops are not available at the Gorham store.

Removing Work - Makers sometimes ask to remove their work for shows, reevaluation, to refresh stock etc. While we understand the need to do this, it's not something we can accommodate. Clients will be allowed to remove stock once every 60 days. You can restock as frequently as once per week as necessary. This once per 60 days limitation only pertains to removing unsold items.

Appointments - It's imperative that you have an appointment with the proper person at the proper location to discuss your work, bring in work etc. We are a small organization and even when there are no customers in the store(s) our employees have other duties they need to attend to. Having clients coming in without appointments derails the entire operation.

Damages - Unfortunately, sometimes items get damaged. Whether it's in the studio, in storage, in shipping or in the store, there is always a risk of breakage. By entering into this agreement you agree not to hold Maine Micro Artisans liable for damaged items. We will do everything we can to maintain the safety and security of your items. Damages will be reported monthly on your statement. You may retrieve your damaged items at any scheduled inventory intake appointment.

Loss/Theft - As unfortunate as it is, you will likely experience instances of loss or theft. We work hard to mitigate and minimize this by maintaining appropriate staffing levels and monitoring customer activity with security cameras. We will not be held responsible for lost or stolen items. If an inventory discrepancy occurs and the item cannot be located in current inventory or previous sale, it will be assumed to be lost to theft. I am proud to report that until this point we have had very few instances of this.

Reporting - Access to your sales is available through the vendor dashboards. The Ricochet system updates in real time for Bangor Sales. The Wix dashboard is updated nightly. Sales reports are posted in the Wix portal on the 5th of the month.

Payouts - Payouts are processed on the 5th. They are entered into the banking system, which processes them on the following Friday. Those payments then take up to 10 business days to arrive. Here is what this looks like on a calendar!

JULY 2024

SUN	MON	TUE	WED	THU	FRI	SAT
30	1	2	3	Cut-off for Friday Processing	Reporting & Released via DashBoard	6
7	8	9	10	11	12 Checks Process	13
14	15	16	17	18	19	20
21	22 Checks Arrive	23	24	25	26 Checks Arrive	27
28	29	30	31	1	2	3

Copyright/Trademark Infringements - Items must be original works of art. We cannot allow items with trademark or copyright infringements. We will refuse to accept violations at intake appointments, and if we find violations when we merchandise they will be set aside for you to retrieve. This includes events we sponsor that you participate in. Repeated violations will result in termination of this agreement.

Marijuana, Obscenities, Vulgarity - We are a Maine Made certified retailer. With that comes a lot of amazing name recognition and opportunities. It also comes with expectations. We reserve the right to remove anything that could be considered vulgar, has obscene gestures, profanity or marijuana leaves or paraphernalia.

Copying - While it's not usually unlawful, it's super tacky to copy those around you. This past year we had several instances where we heard an artisan come into the shop, see someone's work and decide, out loud, that they'd go home and copy it. Your work should be your inspiration, your design and your creation. If you bring in work that has clearly been copied from another member artisan we will refuse to accept it. Repeated attempts to submit copied work will result in termination of this agreement.

Exclusivity - No client is guaranteed exclusivity in their genre. To meet the customer demand we may have more than one artisan working to create similar items. We always welcome unique perspectives - we may have seven artisans making mugs but they all have a distinct style and design aesthetic.

Store to Store Delivery - We provide the opportunity for makers to drop their work off at the store most convenient to them. We routinely travel between stores and will transport inventory as needed. This is a free convenience we provide. We don't charge for the service because we can't guarantee a time frame for transportation. Sometimes life happens and we can't get to Bangor, or the amount of work that needs to be transported won't fit in one load.

Contract Period, Renewal and Voluntary Termination - There is a lot of work that goes into setting up a new artisan. We invest in your success. Your initial contract period is for 6 months. When your contract runs the course, you are free to extend for an additional 6 months, or you may choose not to. Your contract will automatically renew unless you ask to cancel it. If your contract expiration date is approaching, please provide notice if you don't intend to renew. A 10 day notice is required to gather your items. You'll receive your final reporting and payout in the normal course of the monthly reporting.

If you are terminated for violations you will receive a detailed explanatory email. Your work will be gathered within 30 days and you'll be given 15 days to retrieve your items before they are packed up and moved to storage. Your final reporting will be available in the normal course of the monthly reporting. Once your final report posts, you will have 15 days to record your information before your dashboard access is disabled.

Onboarding - There is a \$100 startup/onboarding fee that covers setting you up as a new artisan in our systems, receiving your initial inventory and other administrative needs.

Commission - We're excited to announce we've done away with membership fees! Commission is assessed at 33%. **This commission does not apply to mini-shops, anchor stores, sponsored artisans or anyone else with a special arrangement.** Your commission is automatically withheld from your monthly payout.

Where your work is sold - The location(s) where your work is stocked and available for sale to the public is solely the decision of the management team. You may not ask for your items to be moved from location to location. If you have non-compete clauses with other stores that prevent certain items from being sold in certain stores we will work with you to accommodate to the best of our ability. This may include cutting out those items as a whole.

Online sales - We will list selected items for sale in our online shop. Which items are chosen is at the discretion of the staff. While we will attempt to represent everyone online, we do not guarantee any number of your items will be listed and available for sale online. Listing takes a significant amount of time and unless an item is consumable/repeatable or at a higher price point it is often too expensive and time consuming for us to list it.

Communication - Communication should happen via email to the appropriate team member at the correct email address. If you'd like to reach a specific team member by phone, you'll need an appointment. Remember: we're a small team doing big things and most often management is also performing additional duties! Our email contact addresses are as follows:

mall@mainmicroartisans.com

Questions for the Maine Mall store

bangor@mainmicroartisans.com

Questions for the Bangor store

events@mainmicroartisans.com

Questions regarding MMA events

The info@mainmicroartisans.com address is reserved for customers and non-client inquiries. If you need to escalate something you can do so to admin@mainmicroartisans.com

Sales Tax - We are responsible for collecting and remitting sales tax. Taxes are collected directly from the buyer and are not reflected in your sales data. When you participate in an Artisan Market that is sponsored by MMA you are responsible by law for collecting your own tax and remitting it to the state of Maine.

Inclusivity - MMA is dedicated to working with anyone and everyone creative. This includes working with those in our special needs community as well as other underserved communities. We will promote inclusivity and awareness including acceptance of our LGBTQ+ members, racial and religious minorities etc. If inclusivity isn't for you, MMA isn't for you.

Inappropriate items - We're not prudes, but MMA isn't the place for adult humor, politics or religious themed items. We will not sell items that we would consider tacky, crude, not family-friendly or divisive. **We reserve the right to decide whether or not an item is appropriate for sale in our stores or at our events.**

Social Media/Advertising - Social media posts and advertising are designed to maximize foot traffic and interest in the stores as a whole - not to promote or advance individual artisans. We may feature images and descriptions of some of your products in social media posts and advertising materials, but this is not guaranteed.

Participate in our groups - tag our page - post, post, post! Our groups are designed with purpose; please use them accordingly. We reserve the right to remove, moderate or otherwise restrict social media as we see fit.

The easier you make it to share your social media, the better chance you have of getting in front of our audience. Make sure your page is public and taggable. If you have created a group for your business, make sure it's a public group!

Additional Retail Opportunities exclusive to our Bangor location

Mini-Shops: These 6'x6' spaces can be rented for \$100/month and a 3% commission for transaction processing only. These spaces are 100% designed and merchandised by you - you provide your own infrastructure and can lay out the space as you wish.

Anchor Stores: These 10'x10' spaces can be rented for \$250/month and a 3% commission for transaction processing fee only. Other than the larger size, these function exactly like the mini-shops.

More information and details about the additional Bangor retail opportunities is available in their respective contracts.

Off-site Events - Not MMA-Produced

We are constantly seeking opportunities to help our artisan community grow. This includes producing and attending off-site events. By signing this contract you agree to allow me to represent you & sell your work, at events that MMA is or is not producing. You also give me permission to transport your items to and from said events. Not every event will feature every artisan.

Off-site Events - MMA-Produced

MMA-produced events are separate from the retail stores and utilize a separate agreement for each event. **MMA-produced event agreements are independent of this agreement; however, bad behavior or not following the agreement outlined for events can lead to a termination of your shop contract.**