

# Welcome to Maine Micro Artisans

Welcome! I am so glad you've decided to join MMA. We're quickly becoming Maine's premiere handmade store. I think you'll find this agreement straightforward. It is important that the agreement be followed by both you and I. You'll find the agreement contains all the important bits of information that you'll need to get started and for you and I to maintain a healthy, professional relationship.

I will put the hard work in on your behalf. I'll promote your items, and you as an artisan to our customer base. I may share your items on social media, email newsletters, Google ads, Google shop, Etsy, Mercari, Amazon Handmade and across multiple platforms for the purpose of promoting you and selling your items.

Whose work I choose to promote at any given time is my prerogative and depends on several factors. I will always do my best to promote clients equally, however there is no defined timeline, or expectation of how many posts/shares/listings you'll receive.

To help us all be on the same page here's some definitions of words/codes you'll hear me use a lot.

## Definitions:

**Billable Service** - This is a service that the shop is happy to provide, like tagging your items, but not for free. Billable services occur when items/makers need additional services such as tagging, inventory re-entry, custom packing etc. When it looks like you'll have a billable service you'll be notified and asked if you'd like us to proceed. Billable services will be invoiced monthly. Your invoice is due 14 days after receipt. **Billable services are billed at a rate of \$35 per/hour and in 15 minute increments. This means a billable service has a minimum cost of \$17.50.**

**Client/Artisan/Maker** - That's you! When I speak about you to others I will refer to you as an artisan or maker. You are my client.

**Customer** - While you are my customer and my client, for the sake of ease in our discussions I will use customers to describe those we are attracting to the shop to buy your items.

**Commission** - This is the percentage I take from the sale of every item. Your commission contributes to staff, the building, utilities, advertising, insurance, infrastructure and more. 25% is reasonable and competitive. **All clients are contracted at 25% commission regardless of your client code.**

## Online Shop Rules & Expectations

Following the rules is very important to keep things running smoothly. When you follow the rules you not only help the shop but you help yourself. Having your items ready for the floor/online and the proper forms filled out means your items are made available in the most timely manner. All forms can be found on the MMA website. Including a copy of this contract.

**Pricing** - How you price your items is completely up to you. I will not adjust your pricing outside of the boundaries of the contract. If you'd like to discount your items, please reach out. Items will not need to be individually tagged with prices, however they will need SKU's. You can assign your own SKU's or we can assign them for you. Building your SKU's is a billable service. I will teach you to easily come up with a SKU system before ever billing you. If you need help with your SKU's let's chat!

**Tagging** - Your items should be tagged! They should reflect your vendor number and your SKU. Any additional information is up to you. If your items are not tagged, a clerk will happily tag them for you. Tagging is a billable service.

**Damages** - Items get damaged. Whether it's in the studio, in storage or in shipping - there is always a risk of breakage. By entering into this agreement you agree to not hold Maine Micro Artisans liable for damaged items. I will do everything I can to maintain the safety and security of your items. Damages will be reported monthly on your statement. You may retrieve your damaged items anytime after they are reported.

**Reporting** - Itemized sales reports and inventory reports will occur on a monthly basis. You will receive a report indicating the items sold, date sold and corresponding SKU. All reports will be issued on the 5th of the month. Payouts will occur on the 10th of the month. Please consider opting for electronic payment. Cash payments are not an option.

**Copyright/Trademark Infringements** - Items must be original works of art. I cannot have any items with trademark or copyright infringements. If I find violations when I merchandise they will be set aside for you to retrieve. This includes at events you participate in sponsored by Maine Micro Artisans. Repeated violations will result in termination of this agreement.

**Copying** - While it's not usually unlawful, it's super tacky to copy those around you. This past year I had several instances where I heard an artisan come into the shop, see someone's work and decide, outloud, that they'd go home and copy it. Your work should feature your inspiration, your designs, your creations. It's hard to call out instances like this, however I do notice! Repeated instances will result in me not re-signing your contract.

**Contract Termination** - There is a lot of work that goes into setting up an artisan, listing their items, photographing etc. When your contract runs the course naturally you are free to extend for an additional 3 months or you're free to take your items. I'll reach out to you when the time is

approaching. **If you'd like to end your contract early I need a 7 day notice, via email please. There is a \$50 termination fee for ending your contract early. A final inventory, sales report and payout will be available for you 7 days after your notice is received.**

**If you are terminated for violations you will receive a detailed email and a phone call. You'll be given 7 days to retrieve your items before they are packed up and moved to storage. Your final reporting will be available within 7 days of your termination notification. Termination will result in a permanent ban from the shop and any/all events.**

**Communication** - Communication should happen via email. I understand there will be instances when this is not possible and you may call the shop for your needs. It's important that we reiterate conversations we had in-person - in an email. It's impossible to remember every discussion with every client. Following up with an email will help you get the outcome you are looking for! There also needs to be a reasonable amount of turnaround time for communication. If you email me, you can expect to hear from me within 3-5 business days. If it's been longer than 5 business days, please feel free to escalate with a phone call or text. If it's been less than 5 days, I need you to wait patiently. There are a lot of artisans to serve and often wrapping up loose ends, correcting errors or producing reports takes days.

**Disputes** - If you have a dispute over inventory, descriptions, payouts, etc. there is a process for working these things out. I will have a dispute resolution form. On that form you will need to list your dispute and your desired outcome. This will allow issues to be resolved professionally and without emotion. Disputes will be scheduled for resolution within 10 business days. Should this timeline not be possible a clear reason will be provided.

**Commission** - All clients are contracted at 25% commission. Your commission is deducted from your sales and will be clearly indicated on your monthly report.

**A one-time setup fee of \$55 is due at the time of signing.**

**Sales Tax** - I am responsible for collecting and remitting all of the tax. The tax collected and paid will be indicated on your report. It is never deducted from your sales. When you participate in an Artisan Market that is sponsored by MMA you are responsible for collecting your own tax and remitting it to the state of Maine.

**Restocking** - We will have a dedicated attendant at the shop on Thursdays and Fridays from 10-6 to receive inventory without an appointment. If these hours don't work for you, plenty of other time will be available. Please provide a 48 hour notice and a clerk will meet you. **Your items need to be in a box or bin that is clearly marked please. Once your items go through the intake process you can retrieve your bins.**

**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, including atheism, and more. If inclusivity isn't for you, MMA isn't for you.

**Inappropriate Items** - I'm not a prude, but MMA isn't the place for adult humor, politics or religion. I will not sell items that I would consider tacky, crude or divisive. **I reserve the right to decide whether or not an item is appropriate.**

## The Life Cycle of an Item

A lot of work goes into your items behind the scenes. When you remove and return inventory it creates a large amount of work, and room for errors, with your inventory management. **It will always be fine for you to come in and remove inventory and then to return it. However, this will be a billable service.** To be clear - restocking when inventory is low, bringing in new seasonal items, these things are within the clear scope of expectation and are not billable. Billable inventory management comes when you remove stock from the shop that we've already invested time into, before its life cycle is complete. The life cycle of an item will be considered complete after 90 days. You will be notified when your items are approaching that window.

After 90 days LIVE in the online shop if the item hasn't moved I may ask you to retrieve it.

## Off-site Events - Not MMA Sponsored

I am constantly seeking opportunities to help our artisan community grow. This includes putting on 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 not sponsoring. 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 Sponsored

When you participate in an MMA sponsored event there will be a separate agreement. Events should be treated as separate from the shop. Payment for events will no longer be able to come out of your monthly sales. The agreement for MMA sponsored events does not in any way alter this agreement. Bad behavior, or not following the agreement outlined for events can lead to a termination of your shop contract.

Vendor Signature \_\_\_\_\_

Maine Micro Artisans Signature \_\_\_\_\_

Today's Date is \_\_\_\_\_

Your Name is: \_\_\_\_\_

Your Brand's Name is: \_\_\_\_\_

Your vendor number is: \_\_\_\_\_

This contract is for a six month term and expires: \_\_\_\_\_

Home or Business Address:

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Website/Social Media Pages/Email

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Preferred Method for Payouts

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