



VENDOR TERMS OF USE

PROUDLY INDIGENOUS CRAFTS & DESIGNS ONLINE STORE

1. INTRODUCTION

Please read these Terms of Use ("Terms of Use") carefully before using the Proudly Indigenous Crafts & Designs (PIC&D) Online Store <https://proudlyindigenouscrafts.com/> (the "Service") operated by the Seals and Sealing Network (the "Administrator").

The Crafter/Artist/Seller (the "Vendor") access to and use of the PIC&D Online Store is conditioned on the Vendor acceptance of and compliance with these Terms of Use. These Terms of Use apply to all Vendors who access or use the Service.

2. MEMBERS AND VENDORS

- 2.1. All Vendors must be a PIC&D Member, but not all Members are Vendors. Membership to PIC&D is free to Indigenous crafters working primarily with seal fur & leather and other natural materials, and enables them to connect and collaborate with other Members.
- 2.2. In the Northwest Territories, all PIC&D Members must also be registered with the NWT Arts Program. Click here to register with [NWT Arts](#).
- 2.3. Canadian Vendors must be from Inuit Nunangat or the Northwest Territories.
- 2.4. Products must be handmade by the Vendor.
- 2.5. Each Vendor will be assigned a Vendor username and will need to create a password before being able to sign up for listing their product on the online store.

3. PRODUCTS AND INVENTORY

- 3.1. The Vendors' collection must include a majority of seal products and other natural materials.
- 3.2. Vendors agree to have their products adjudicated by the Evaluation Committee (as determined by the Administrator).
- 3.3. Each Vendor is responsible to provide a company description and product description by completing the [ANNEX 2 SEAL PRODUCT LISTING FORM](#) to the best of their knowledge.
- 3.4. For the first submission of products, [ANNEX 2 SEAL PRODUCT LISTING FORM](#) will be used to add all initial products in bulk. Future submission of products remain the Vendor's responsibility to upload all the information to the store platform directly.
- 3.5. The Administrator will assist the Vendors on their product descriptions to ensure the best online visibility for their products. Examples of product descriptions are provided within [ANNEX 2 SEAL PRODUCT LISTING FORM](#).
- 3.6. Vendors should have at least three products for sale at all times on the PICD online store.
- 3.7. Vendors must commit to having inventory on hand. Vendors must also communicate that if some products are *custom made*, these products will have a longer turnaround time.
- 3.8. Vendors should indicate to the best of their ability, the turnaround time on *custom made* products within the [ANNEX 2 SEAL PRODUCT LISTING FORM](#).



- 3.9. Vendors must agree to keep inventory information current. Should the Vendor deplete their inventory, they must let the administrator know and mark their products as “out of stock” on the platform.

4. PRODUCT TRACEABILITY

- 4.1. All Vendors must complete the [ANNEX 1 VENDOR’S TRACEABILITY QUESTIONNAIRE](#) and the [ANNEX 2 SEAL PRODUCT LISTING FORM](#).
- 4.2. If Vendors wish to sell their seal products to the European Union (EU), they must confirm the product is made from seal skin that has been certified by a recognized body (Government of Nunavut, Government of Northwest Territories or Great Greenland). Vendors must provide the certificate number for each product that can be sold to the EU. When the Vendors ship the product, they must include certification documents in the exported package. For more information, read the [ANNEX 3 TRACEABILITY PROCESS FOR SEAL PELTS](#) as well as [ANNEX 4 NUNAVUT SEAL AND FUR PROGRAMS POLICY](#).

5. PRODUCT PICTURES

- 5.1. Vendors must have quality pictures of their products and follow the product images requirements for the PIC&D online store. More information can be found in [ANNEX 5 PICTURES REQUIREMENT PIC&D ONLINE STORE](#).
- 5.2. If the Vendor does not have access to suitable images, they can opt to hire an integrated photography service for an extra fee. In the Northwest Territories, Vendors can contact the [NWT Arts Program](#) for support.

6. ORDER FOLLOWUP AND SHIPPING

- 6.1. Upon setting up their profile, the Vendor must enter default shipping rates for each product, shipping zone and method on the platform.
- 6.2. At the end of the order, shipping will be calculated automatically and paid upfront by the customer.
- 6.3. The Vendor will receive an order confirmation after the customer has paid. At that time, the Vendor must acknowledge the receipt of the order confirmation and fulfill it by shipping it to the customer within 3 business days¹. When the item is shipped, the Vendor must provide a tracking number if the customer has paid for tracked shipping.
- 6.4. All orders must be acknowledged within 3 business days (unless otherwise stated, i.e. *custom made* products, or if they are on-the-land or on holiday). The Vendor must agree to turn on the “on-the-land or on holiday” notification on the platform when they will be unavailable to answer emails.
- 6.5. The shipping fees will be paid directly by the Vendor to the shipping company. All shipping fees charged to customer are included in the biweekly payment sent by the Administrator to the Vendor.

7. COMMISSION

- 7.1. The Vendor agrees to pay the Administrator a 13% commission on all products sold.

¹ Please note that “business days” are from Monday to Friday and does not include the statutory holidays.



- 7.2. The 13% commission includes the Paypal fee (2.9% + \$0.30/transaction) and 10% commission, which is reinvested in the online store marketing, promotion and operations.

8. PAYMENT

- 8.1. The Vendor must have a PayPal account to receive payment from the Administrator, and provide the email used in the PayPal account upon registration.
- 8.2. The Administrator will receive the money from the customers through PayPal.
- 8.3. After subtracting the commission payment, the Administrator will send the money to the Vendors' Paypal account.
- 8.4. Payment from the Administrator to the Vendors will occur bi-weekly (every two weeks).

9. TAXES

- 9.1. The Vendors will be responsible for collecting and remitting all taxes charged on purchases.
- 9.2. All taxes charged to customer will be included in the bi-weekly payment sent by the administrator to the Vendor.
- 9.3. The Vendor acknowledges that they are responsible for remitting any taxes from these sales annually with their individual taxes to the Federal Government.

10. ADDITIONAL COSTS

- 10.1. To better understand additional charges, such as shipping, handling and commissions, the administrator is providing tips on how to incorporate these charges into your product pricing. More information can be found in the [ANNEX 6 TIPS FOR ADDITIONAL COSTS](#).

11. REFUND POLICY

- 11.1. Vendors must agree with the Refund Policy that will be the same for every Vendor.
- 11.2. More information can be found in the [ANNEX 7 REFUND POLICY](#).
- 11.3. Vendors must signify if certain *custom made* products cannot be returned or exchanged in the section reserved for this purpose within [ANNEX 2 SEAL PRODUCT LISTING FORM](#).

12. COMMUNICATION WITH ADMINISTRATOR

- 12.1. Vendors must agree to be accessible to the administrator.
- 12.2. Vendors must agree to work with the administrator to provide content for social media posts.
- 12.3. Vendors must agree to attend an online training session with the administrator.

13. BRANDING AND STYLE GUIDE

- 13.1 Vendors must agree to follow the Branding and Style Guide for the PIC&D Brand. More information can be found in the ANNEX 8 BRANDING AND STYLE GUIDE.

14. CHANGES

- 14.1 The administrator reserves the right, at its sole discretion, to modify or replace these Terms of Use at any time. If there is a significant revision in the Terms of Use, the



administrator will try to provide at least 30 days' notice prior to any new terms taking effect.

15. CONTACT US

If you have any questions about these Terms of Use, please contact us at info@proudlyindigenoucrafts.com.

I hereby acknowledge that I have read, understand and agree to the Terms of Use of this document related to the use of the Proudly Indigenous Crafts & Designs Online Store.

Vendor's Name: _____

Name of the Company (if applicable): _____

Signature: _____

Date: _____



ANNEXES

[ANNEX 1 VENDOR'S TRACEABILITY QUESTIONNAIRE](#)

[ANNEX 2 SEAL PRODUCT LISTING FORM](#)

[ANNEX 3 TRACEABILITY PROCESS FOR SEAL PELTS](#)

[ANNEX 4 NUNAVUT SEAL AND FUR PROGRAMS POLICY](#)

[ANNEX 5 PICTURES REQUIREMENT PIC&D ONLINE STORE](#)

[ANNEX 6 TIPS FOR ADDITIONAL COSTS](#)

[ANNEX 7 REFUND POLICY](#)

ANNEX 8 BRANDING AND STYLE GUIDE