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.

1. **vendors**
   1. Vendors must self-identify as Indigenous (First Nations, Inuit and Métis) and must be based in Canada.
   2. Within the [ANNEX 1 VENDOR QUESTIONNAIRE](https://proudlyindigenouscrafts.com/wp-content/uploads/2021/05/ANNEX-1-VENDOR-QUESTIONNAIRE_2021-05-07.xlsx), Vendors must specify which communities they come from and where they are currently based.
   3. Products must be handmade by the Vendor.
   4. Northwest Territories Vendors must also be registered with the NWT Arts Program. Click here to register with [NWT Arts](http://www.nwtarts.com/node/add/artist).
   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.
2. **PRODUCTS AND Inventory** 
   1. The Vendors’ collection must include a majority of seal products and other natural materials.
   2. Vendors agree to have their products adjudicated by the Evaluation Committee (as determined by the Administrator).
   3. Each Vendor is responsible to provide a company description and product description by completing the [ANNEX 2 SEAL PRODUCT LISTING FORM](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx) to the best of their knowledge.
   4. For the first submission of products, [ANNEX 2 SEAL PRODUCT LISTING FORM](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx) 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.
   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](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx).
   6. Vendors should have at least three products for sale at all times on the PICD online store.
   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.
   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](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx).
   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.
3. **PRODUCT TRACEABILITY**
   1. All Vendors must complete the [ANNEX 1 VENDOR’S TRACEABILITY QUESTIONNAIRE](https://proudlyindigenouscrafts.com/wp-content/uploads/2021/05/ANNEX-1-VENDOR-QUESTIONNAIRE_2021-05-07.xlsx) and the [ANNEX 2 SEAL PRODUCT LISTING FORM](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx).
   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](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-3-TRACEABILITY-PROCESS-FOR-SEAL-PELTS_2020-09-18.pdf) as well as [ANNEX 4 NUNAVUT SEAL AND FUR PROGRAMS POLICY](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-4-NUNAVUT-SEAL-AND-FUR-PROGRAMS-POLICY-2.pdf).
4. **Product pictures** 
   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](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-5-PICTURES-REQUIREMENT-PICD-ONLINE-STORE_2020-09-18.pdf).
   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](mailto:nwtarts@gov.nt.ca) for support.
5. **ORDER FOLLOWUP AND Shipping** 
   1. Upon setting up their profile, the Vendor must enter default shipping rates for each product, shipping zone and method on the platform.
   2. At the end of the order, shipping will be calculated automatically and paid upfront by the customer.
   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 days[[1]](#footnote-2). When the item is shipped, the Vendor must provide a tracking number if the customer has paid for tracked shipping.
   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.
   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.
6. **VENDOR FEE & TRANSACTION FEEs**
   1. The Vendor agrees to pay an annual fee of $50.00 to be a part of the PIC&D Online Store. Vendors will be sent an invoice for this amount on April 1 of each year and will have 60 days to remit payment to remain on the store.
   2. The Vendor agrees to pay the mandatory Stripe fees of 2.9% of the total sale amount (including shipping) + $0.30/transaction for all online transactions.
7. **Payment**
   1. The Vendor must have a Stripe account to receive automatic payment from the Administrator every time they have a sale on the PIC&D online store.
   2. If you don’t have a Stripe account, you can register here: <https://dashboard.stripe.com/register>
   3. Find out how to connect your Stripe account to the PIC&D online store here: <https://proudlyindigenouscrafts.com/set-up-a-stripe-account/>
8. **Taxes** 
   1. The Vendor is responsible for collecting and remitting all taxes charged on purchases.
   2. All taxes charged to the customer will be included in the bi-weekly payment sent by the Administrator to the Vendor.
   3. The Vendor acknowledges that they are responsible for remitting any taxes from these sales annually to the Federal Government.
9. **Additional costs**
   1. To better understand additional charges, such as shipping and handling, the Administrator has provided tips on how to incorporate these charges into your product pricing. More information can be found in the [ANNEX 6 TIPS FOR ADDITIONAL COSTS](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-6-TIPS-FOR-ADDITIONAL-COSTS_2020-10-27.pdf).
10. **Refund Policy**
    1. Vendors must agree with the Refund Policy that will be the same for every Vendor.
    2. More information can be found in the [ANNEX 7 REFUND POLICY](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-7-PICD-ONLINE-STORE-REFUND-POLICY_2020-09-18.pdf).
    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](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx).
11. **Communication with administrator**
    1. Vendors must agree to be accessible to the Administrator.
    2. Vendors must agree to work with the Administrator to provide content for social media posts.
    3. Vendors must agree to attend an online training session with the Administrator.
12. **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](https://proudlyindigenouscrafts.com/wp-content/uploads/2021/04/CSP-BrandGuidelines-2021.pdf).

1. **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 provide at least 30 days’ notice prior to any new terms taking effect.

1. **Contact Us**

If you have any questions about these Terms of Use, please contact us at [**info@proudlyindigenouscrafts.com**](mailto:info@proudlyindigenouscrafts.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](https://proudlyindigenouscrafts.com/wp-content/uploads/2021/05/ANNEX-1-VENDOR-QUESTIONNAIRE_2021-05-07.xlsx)

[ANNEX 2 SEAL PRODUCT LISTING FORM](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-2-SEAL-PRODUCT-LISTING-FORM_2020-09-18.xlsx)

[ANNEX 3 TRACEABILITY PROCESS FOR SEAL PELTS](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-3-TRACEABILITY-PROCESS-FOR-SEAL-PELTS_2020-09-18.pdf)

[ANNEX 4 NUNAVUT SEAL AND FUR PROGRAMS POLICY](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-4-NUNAVUT-SEAL-AND-FUR-PROGRAMS-POLICY-2.pdf)

[ANNEX 5 PICTURES REQUIREMENT PIC&D ONLINE STORE](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-5-PICTURES-REQUIREMENT-PICD-ONLINE-STORE_2020-09-18.pdf)

[ANNEX 6 TIPS FOR ADDITIONAL COSTS](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-6-TIPS-FOR-ADDITIONAL-COSTS_2020-10-27.pdf)

[ANNEX 7 REFUND POLICY](https://proudlyindigenouscrafts.com/wp-content/uploads/2020/11/ANNEX-7-PICD-ONLINE-STORE-REFUND-POLICY_2020-09-18.pdf)

[ANNEX 8 BRANDING AND STYLE GUIDE](https://proudlyindigenouscrafts.com/wp-content/uploads/2021/04/CSP-BrandGuidelines-2021.pdf)

1. Please note that “business days” are from Monday to Friday and does not include the statutory holidays. [↑](#footnote-ref-2)