



# Artisanity Shop Agreement

## 1. Artisanity Ethos

- Welcome to Artisanity, a vibrant collaboration between local, passionate handmade crafters! Our primary goal is to foster an environment of mutual support and success, where every member can thrive and flourish. We are dedicated to encouraging and developing your businesses, and together, we can build a strong community of artisans.
- It should go without saying – but treating one another with utmost respect and courtesy is a fundamental expectation for everyone involved.

## 2. Products

- You are responsible for your products meeting all relevant legal and safety standards.
- Artisanity will not be held responsible for any issues related to your products.
- Sellers must ensure that they have the necessary rights and permissions for any intellectual property used in their products.
- The shop has the right to use product images and descriptions for promotional purposes for products stocked in the shop.

## 3. Pricing and Payment

- Payment for your initial commitment (3 month) period is required up-front in advance of stock drop-off.
- If you are continuing in the shop after your initial commitment period, your monthly fee will be due in advance at the start of each calendar month.
- Artisanity will deduct a commission from the sales proceeds as agreed and the remainder will be forwarded to your bank account at the end of each calendar month.
- We will aim to provide you with sales totals at the end of each week and will send payments monthly, however, this is subject to change during busy periods. Please make sure we have your bank details.
- Payment terms are agreed on your agreement summary.
- We will endeavour to pass on customer feedback on products and pricing. Artisanity can work with you to help you make any adjustments needed.



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## 4. Drop-off and Stock Management

- When delivering your stock please pack all your items into suitable containers labelled with your business name. We can't be held responsible for products damaged due to unsuitable packaging.
- Space in the shop is limited, so please pack as compactly as you can manage. If necessary, we will discuss with you individually how to manage your stock levels in the shop.
- Please label each of your products with your business name and also price each piece individually, if you have a piece of art or framed prints please use a tag and string so that the price is identifiable if hung on a wall.
- Please provide a printed copy of the stock list when you handover the stock as well as a digital copy (emailed at least a week before stock handover).
- Stock is required to be dropped at the Artisanity shop at a prearranged time. If delivery will be an issue, please get in touch and we will try our best to make alternative arrangements.
- If a re-stock is required, please complete a new stock list for the restocked items only, which needs to be emailed to us as well as printed out.
- If individual items need to be removed from the shop, please give us at least 24 hours notice.
- Inventory and stock control will be managed by Artisanity however there is still a small chance that the accuracy of stock and the risks associated with a retail setting including theft or breakage may mean that there are differences – we cannot guarantee 100% accuracy. There will be a 5% buffer based on stock retail value at the end of your contract period. Please double check your stock list before sending it to us.
- If there is an unexplained stock variance that is greater than 5% but less than £250 – Artisanity agrees to settle the difference for the material cost only (not the sales value). If the value is greater than £250 this will be claimed via Artisanity insurance for the material cost only (not the sales value as per the terms of our insurance) and therefore, will go through a claim's procedure, Artisanity promise to keep you updated through this process.



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## 5. Display and Point of Sale

- If you have any display props you use for your items or specific display instructions, please let us know and we will aim to carry them out, subject to space restrictions. We cannot guarantee we can use any props provided, but we will try our best. Please make sure all props are labelled so we can return them to you at the end of your selling term.
- We do not require bags or packaging from you unless it is specific to your products (small bags or boxes for jewellery etc). We will provide Artisanity branded paper bags.
- If possible, we would like you to provide us with business cards which can be placed by your stock. If you do not have business cards, then please provide a small sign with your business details on. This is to be no bigger than A5.
- We would like to have a small headshot and write up about your business in store. Please provide us with a suitable photo, alternatively, we can take one. Please note - a photo is not mandatory but it's great for people to see the face behind the business. We can use your logo if you'd prefer.
- Space allocated will depend on product type. We will try our utmost to keep everything as fair as we can across all businesses and therefore, may only choose certain items from your stock to avoid too much duplication (this is subject to change at particular times of the year). We will work with you to maximise space, however, this is at the discretion of Artisanity.
- We will be hosting workshops within our shop space (in a dedicated area).

## 6. Promotion and Marketing

- As part of our commitment, we will actively advertise and promote all the makers within our shop, along with those offering workshops and our wider Artisanity membership. This could be through social media, customer outreach or engaging external media.
- If you have any specific preferences regarding your involvement in social media promotions or engagement with outside media, please let us know, and we will gladly accommodate your requests. Your comfort and preferences are important to us, and we aim to create a supportive environment that aligns with your needs.
- We have an expectation that shop sellers will take an active role in promoting the Artisanity community by whatever means you can (we know this is different for everyone) and we appreciate every effort you make.



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## 7. Shop Practicalities

- Our expectation is that we will be open 6 days a week especially during busy and key periods, however, this may be subject to change as the business progresses.
- We will let you know with plenty of notice if for any reason the shop will be closed, ie staff holidays, with as much notice as possible where practicable. In cases of illness, we can't guarantee this.
- Any returns, exchanges, or refunds will be handled according to the shop's policies.
- Breakages will not be paid for by Artisanity unless it has been through our negligence. We will do our utmost to recoup this from the customer, if applicable.
- The terms of our insurance means that stock will be covered for the value of the component parts (ie not the selling price). We would highly recommend you also have your own insurance in place.

## 8. Cancellation and Agreement End

- Either party has the right to terminate this agreement with at least 1 calendar month's notice. If the agreement is cancelled within the initial commitment period no refund will be given.
- Artisanity may terminate the agreement if the seller violates the terms and conditions.
- This agreement is subject to change. If changes happen you will be notified by email.