



MARKETPLACE POLICIES

These policies apply to the Kawartha Lakes Arts Council Marketplace as of September 2022. KLAC reserves the right to review and revise.

The relationship between the Vendor and the Purchaser is commercial in nature and is the sole responsibility of the Vendor. Kawartha Lakes Arts Council is a facilitator only and has no obligation nor liability with respect to the commercial transaction. By participating in the Kawartha Lakes Arts Council Marketplace, the Vendor accepts all responsibilities listed herein.

A Vendor is considered an Artist of any genre, Organization, or Company, and may or may not be a KLAC member.

Updated October 2022

HOW IT WORKS

The Kawartha Lakes Arts Council Marketplace is an online version of an in-person store. We provide shelf space, that you can choose to fill with your product. Each shelf holds one product at a time and can be replenished throughout the year.

Listings of product will not be published to the Kawartha Lakes Arts Council Marketplace until all requested data, images, and files have been received, and Membership fees or payment for shelf space have been made.

Purchasing Shelves:

- Vendors must display their own product.
- Vendors who are KLAC members in good standing:
 - Are entitled to 3 shelves at no cost. It is recommended that Members use all their shelves should they have the product available.
 - To purchase extra shelves beyond the 3 complimentary placements, Members can do so at a cost of \$10 per shelf for a period of 12 months.
- Vendors who are not KLAC Members:
 - May choose to pay for one of the following options, valid for 12 months as of the date of shelf space purchase:
 - \$15 for ONE shelf space
 - \$65 for FIVE shelf spaces
 - \$125 for TEN shelf spaces
- There is a \$5 fee to refresh your shelf with a new product should the Vendor choose to change products before it is sold. There is no fee for adding a new product once a previous product is sold.
- The KLAC Marketplace offers incentives to members of subscribing Organizations, in that any of their constituency who are not KLAC Members may purchase shelf spaces for \$10.

Marketplace Setup:

- To submit product for acceptance to the KLAC Marketplace, Vendors must follow the steps outlined in the 'Submit Product Details' document, posted on the website under the Marketplace menu.
- All products submitted must be available for purchase and must be owned by the Vendor.
- Product can be listed with a quantity higher than 1 if product exists (and capped at 10 max). As inventory changes, quantity will be changed on the website at no cost.
- A listing can represent multiples of the same product at the same price point using the 'Option' feature (ie. product of different colours),
- A listing for Vendors who are KLAC Members will include a bio AND a link back to their Member's Profile page. Vendors who are not KLAC Members will have a short bio included on the listing.

HOW IT WORKS

Marketplace Selling:

- Payments for all e-commerce transactions are processed through the KLAC website.
- Vendors will be informed via email as product is sold.
- KLAC charges 20% commission of total gross sale. This commission covers the cost of staff and volunteers to ensure the product is listed correctly, monitored, promoted through KLAC communication channels (amongst other tasks) and payment is made to the Vendor in proper fashion.
- It is the responsibility of Vendors to set their own retail prices. If shipping is extra, it must be included in the price.
- KLAC does not charge sales tax, so Vendors who are required to remit taxes must follow government regulations for tax collection. All published prices on the KLAC Marketplace are to be tax included where applicable.
- KLAC will pay Vendors for sold inventory via e-transfer within 10 business days of payment being received from the Purchaser.
- It is the Vendor and Purchaser's responsibility to negotiate the method of transfer of the purchased item, and therefore responsible for any shipping and insurance costs which might be incurred as well as security of product. All issues regarding loss or damage to product are the responsibility of the Vendor and Purchaser.
- Vendors are to ensure the product is transferred to the Purchaser in a timely fashion and presented in a professional manner (ie. ready for hanging, packaged neatly and securely, and clearly labeled with Vendor's name and relevant details, etc.).
- Vendors must inform KLAC when product is fully shipped/delivered.
- KLAC does not provide exchanges or refunds to Purchasers. This responsibility lies solely between the Vendor and Purchaser.
- Two social media posts per listing per shelf and shelf renewal(s) will be the guaranteed minimum promotion (ie. once item is listed, and again once item is sold). We will also endeavour to include in emails to KLAC subscribers and membership base.
- KLAC will track basic stats (page visits, etc.), and provide information, if requested, to the Vendor.

By participating in the Kawartha Lakes Arts Council Marketplace, the Vendor confirms they have read the above-noted Policies and will comply with them. KLAC requires confirmation of having read these Policies when submitting product details.