

Terms of Use

Emergence Group wants all Vendors and Customers to have a positive experience on its Websites. The following policies set up the Common Ground for us to work from as we build our relationships as Vendors and Customers

A.Products and Services:

1.All products and services on the Marketplace are to be Native Inspired, Made or Provided:

Native Made – hand made or produced products.

Native inspired – products were original Native ideas, but may be produced by non-Native third parties (such as a manufacturer, videographer)

Native Provided Services – the Service provider is Native.

2.Restricted Products:

The Marketplace is family and child friendly. We do not support political views. The following items are restricted from display and will be refused, if they are submitted to Emergence Group for addition to your Shop.

Alcohol, Tobacco, Drugs

Dangerous Items: Weapons, Hazardous Materials

Pornography and Mature Content

Items that Promote, Support or Glorify Violence or that Disparage any Group of People

Political items supporting a particular political view. Items representing Navajo/Native culture and government and Chapters including seals, flags, etc. are welcome.

3.Product Approval:

When you propose a new product, (which is done on your Shop Dashboard), it will be reviewed by Emergence Group for adherence to our Terms of Use. Then it will be added to your offerings. If an item is in question you will be contacted.

B. Access to the Marketplace

A goal of Emergence Group is to assist in growing small businesses on Navajo. We want to understand what your goals are and then assist you in planning to reach those goals.

We want to understand how access to the Marketplace will help you and on that basis offer you free access.

This means that you will not be able to sign up as a vendor without first consulting with us and committing to wishing to continue to grow your business.

It is not necessary that you have a formal business, or even want a formal business to apply. We do want people who plan to sustain their offerings, however, and want them to grow. Otherwise our Services are not of value.

Annually, we will review your status as a Vendor, especially your sales. If you are selling well, we will ask that you pay a small Maintenance Fee for the use of the website. We will assist you in promoting sales, as we can, but if your products are not selling we reserve the right to remove your Shop from the site.

C. Your Marketplace Shop

As a Vendor you will be instructed in setting up your Shop which will include:

- a. Receiving your own Shop web address, which you can use on business cards or other marketing that you are doing.
- b. Receiving a secure access to a Dashboard where you can view customer purchasing and design and name your shop.
- c. Receive Product Reviews for your shop, which will allow you to see how customers view your product and services.

D. Shop Policies

As Shop owner, you will need to identify policies for your Shop related to

1. Shipping

Costs for Shipping can be added to your product purchase price and will be reflected in the Customer's Receipt. Shipping charges are flat fees.

2. Payment Options

Payments thru the Marketplace Website are made through a Credit Card processing service, Stripe. Cash payments at a point of Sale can be made. These cash transactions will not show as purchases on your Marketplace Shop Dashboard and related customer information will not be

collected. Information regarding face to face selling opportunities for your product may be posted on your Shop site.

You will be instructed in how to sign up for a Stripe account, so you can receive payments directly and periodically, once your account is established.

3. Returns

You may set your own Return and Exchange policy. Emergence Group suggests that you limit returns to returning within 30 days of purchase, if they are allowed at all.

Example Policies:

- a. I accept returns or exchanges
Contact me within 30 days and we will discuss Shipping.or
- b. The following items can't be returned or exchanged, or
- c. I don't accept returns or exchanges

4. Other Policy Options

If you are producing a custom product requiring materials, you may request to have the portion of the purchase price before beginning the project.

Here you would need a policy that identified

- a. The requested amount – 50% of purchase price, for example.
- b. Why the amount is being charged.
- c. How and when the remainder will be collected.
- d. How custom work impacts returns. Probably that there are no returns.

E. Responsibilities of Vendors

1. Provide honest, accurate information.
2. Keep your Contact information current and accurate and respond to requests from the Marketplace Coordinator promptly.
3. Honor your Shop Policies.
4. Accurately represent your items in listings and listing photos.
5. Keep secure Customer information.

You may not provide or sell customer information to others without the Customers permission.

F. Responsibilities of Emergence Group