# MICAMade Online Marketplace Policies and Procedures

## Updates

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## Purpose of Document

The purpose of this document is to outline the policies and procedures for administrators, vendors, and sellers on the MICAMade Online Marketplace. It covers various aspects such as roles and software, filing conventions, document update procedures, seller recruitment, onboarding, offboarding, grievance management, and privacy policies.

## 1 - Administrator Policies & Procedures

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**Updates**

Date of the Last Version: 2020-11-10

Added Sections:

Updated Sections: 2 - Vendor Policies, 3-1 - Seller Eligibility, 3.9 - Seller Order Fullfillment and Expectations

Deleted Sections: 3.9.1. - Easy Post - My Marketplace Builder Shipping Integration

Notes: This is the fourth version, dated 2021-02-09
Purpose of Document

The purpose of this document is to outline the policies and procedures of the MICAMade Online Marketplace (MOM). This document serves as a resource for the administrative staff, sellers, and customers of the MICAMade Online Marketplace. By partaking in a role in the MICAMade Online Marketplace, one agrees to follow the following policies and procedures. Any questions, comments, or concerns should be addressed directly with the MICAMade Manager or by submitting a Comment and Grievance Form (see 1.9 - “Grievance Policy” below).
1 - Administrator Policies & Procedures

1.1 - Operation Roles

MICAMade Manager, Full-time, 35-40 hours/week

The MICAMade Manager is responsible for maintaining the marketplace platform’s daily administrative and operations tasks. This includes but is not restricted to implementing marketing and communications strategies, managing seller recruitment and onboarding, and producing professional development content for sellers. Additionally, the manager is responsible for communicating with stakeholders: including sellers, customers, vendors, internal and external partners.

1.2 - Administrative Software

**Asana:** Is used to organize and track the day-to-day procedures, tasks, and initiatives of the MICAMade Online Marketplace.

- Persons needing access to Asana are given onboarding training via the “Intro to Asana” video.

- All tasks in Asana should be written so that they are actionable and have an assigned person responsible.

- Any pertinent updates before completion of tasks should be recorded in the comment section of the corresponding task.

- The MICAMade Manager is responsible for ensuring that all Asana projects are organized and that all tasks within the projects are actionable, timely, and assigned.

**Trello:** The My Marketplace Builder “MICAMade” Trello board is used to communicate with My Marketplace Builder Discovery team during platform build-outs.

**Google Drive:** MICAMade Online Marketplace Google Shared Drive is used to store the MICAMade Online Marketplace documents and files.
1.3 - Filing Conventions


Promotional imagery can be named with the following conventional: Artist Name-Title/ Description-Sizing Year-Month-Day”. For example: “Beverly Hills-Artist Portrait-1080x1920 2020-01-09”.

Templates can be named with the following convention: “Platform-Template Name Year-Month-Day”. For example: “Instagram-Evergreen 2020-01-09”.

1.4 - Document Update Procedures

Any document updates must be submitted to the MICAMade Manager who will review the updates for finalization. The updates will be submitted into the corresponding document following the designated MICAMade document template on the Google shared drive and stakeholders will be notified by the agreed-upon form in the Stakeholder Engagement Plan.

1.5 - Seller Recruitment, Application, Orientation Process

Seller Recruitment Process

1. Schedule Quarterly Information sessions
2. Submit Quarterly Information sessions to events on the MICA App, MICA Communications Weekly Newsletter, MICAMade Online Marketplace Customer Newsletter, MICA Alumni Monthly Newsletter, MICAMade, and MICA social media channels
3. Review and update any changes to the Quarterly Information session presentation
4. Conduct Quarterly Information sessions

Application Process

1. Schedule Call to Apply; determine the start date and end date
2. Create language for Call to Apply; include application start and end dates, link to the application, and Seller FAQ PDF
3. Submit language to the MICA App, MICA Communications Weekly Newsletter, MICAMade Online Marketplace Customer Newsletter, MICA Alumni Monthly Newsletter, MICAMade, and MICA social media channels
4. Review and update any changes to the MICAMade Online Marketplace Application
5. Applications open on the determined start date
6. Applications are live for 7 days
7. Applications close on the determined end date
8. Applications are viewed and evaluated for eligibility between a 2-3 day window
9. Applicants are made aware of application status within 7 days of the determined end date
10. Accepted eligible applicants are invited to Orientation via email

**Orientation Process**

1. Schedule Orientation sessions
2. Review and update any changes to the MICAMade Online Marketplace Orientation presentation
3. Following the close of Orientation, the MICAMade Manager sends accepted applicants the recorded Zoom session, its saved chat history, and the link to the MICAMade Online Marketplace Sign-up page via email

**1.6 - Seller Onboarding Process**

1. Accepted applicants create an account on the MICAMade Online Marketplace
2. The MICAMade Manager verifies new accounts between 1-3 business days from the date they are created
3. Following verification, accepted applicants become sellers
4. The MICAMade Manager tracks sellers’ Stripe Connect Standard Accounts to ensure they are fully configured. Some sellers will be flagged to undergo Stripe Connect’s Verification process, this process is independent of MICAMade Online Marketplace and at the discretion of Stripe Connect
5. The MICAMade Manager tracks all accepted applicants’ progress through the submission of their application to the publication of their first product listing, which completes the onboarding process.

**1.7 - Administrator Procedures for Returns, Refunds, and Lost or Damaged Items**

**Returns:** The MICAMade Manager is not responsible for coordinating the return of items. It is the responsibility of the seller and customer to determine how and when to return an item.
**Refunds:** All refunds are processed by the MICAMade Manager who will follow the Grievance and Comment Procedure outlined in the 1.9 - Grievance Policy to communicate and monitor the process.

To issue a refund for a single-seller transaction:

1. Locate the transaction in the MICAMade Stripe Connect Dashboard
2. Refund the transaction for the purchase
3. Reverse the transfer of funds to the seller for that purchase
4. Issue a refund receipt via email to the customer
5. Alert the MICA Finance department of the refund

To issue a refund for an item or items in a multi-seller transaction:

1. Locate the whole transaction in the MICAMade Stripe Connect Dashboard
2. Refund the transaction for the individual item(s) that need to be refunded
3. Reverse the transfer of funds to the seller(s) for item(s)
4. Issue a refund receipt via email to the customer
5. Alert the MICA Finance department of the refund(s)

**Lost or Damaged Items:** Damaged or lost items will be evaluated on a case-by-case basis by the seller and the MICAMade Manager.

**1.8 - Seller Offboarding Process**

**Disable:**

1. Remove the seller's verification from the account
2. Place a notice on their Stripe account within the Stripe Connect Dashboard

**Note:** The MICAMade Manager can re-enable a disabled account if a seller reaches out to re-enable their account after a leave of absence.

**Delete:**

1. Communicate to the seller that all personal data will be deleted and irretrievable
2. With the seller's confirmation, delete the account from the My Marketplace Builder platform
1.9 - Grievance Policy

1.9.1 - Comment Response and Grievance Management

The purpose of a grievance process is to provide stakeholders with a clear process for providing comments and raising grievances. Additionally, this process will structure and manage the handling of comments, responses, and grievances, ensuring that feedback is handled fairly and transparently.

A comment is a verbal or written remark expressing an opinion or reaction and can either be positive, negative, or neutral. A grievance is a concern or complaint raised by an individual or group resulting from either real or perceived impact, and may be filed in the same manner and handled with the same procedure. A grievance is NOT:

- A question or suggestion on the company or project; and/or
- An appeal or request for assistance.

All MICAMade project and operational members are responsible for reporting any grievance or comment to the Project Manager during the project phase, and the MICAMade Operations Manager during the ongoing operations. These grievances and comments will be logged using the Comment Logging Form, entered into the Comments Register, and addressed as necessary.

1.9.2 - Procedure for Comment Response

The steps taken for receiving and handling any comments are outlined below.

Submitting a comment:

A comment can be submitted in a number of ways.

- **Comment and Grievance Form** available online;
- During regular meetings held between communities and the MICAMade Team;
- Email to the MICAMade team or the MICAMade email address; and
- During informal meetings.

For comments that have been submitted informally, the Project Manager during the project phase, and the MICAMade Operations Manager during the ongoing operations will arrange for a meeting where the comment can be explained in full, written down, and agreed upon. For all comments, the Project Manager during the project phase, and the MICAMade Operations Manager during the ongoing operations will be the main point of contact and is responsible for responding to the commenter.
Logging the comment: Once a grievance has been received it must first be logged in the Comment Register and the Project Manager during the project phase, and the MICAMade Operations Manager during the ongoing operations will be informed. As this register is a live document, an example of it may be found in Appendix D.

Providing the initial response: The person/community/stakeholder that lodged the initial comment will then be contacted within 2 business days to acknowledge that the comment has been logged and provide feedback. If the feedback is a grievance, this response will either accept or refute possible responsibility for the grievance. This notification will include details of the next steps for investigation of the grievance, including the person/department responsible for the case, and their contact information.

Investigating the grievance: MICAMade will aim to complete the investigation within two weeks of the grievance first being logged. Depending on the nature of the grievance, the approach and personnel involved in the investigation will vary. A complex problem may involve external experts. A more simple case may be easier, and quicker to investigate. The person responsible for the case will involve the aggrieved in this investigation, where possible, to ensure participation. The person responsible for the case will continually update the aggrieved on the progress of the investigation and the timeline for the conclusion.

Concluding/resolving the grievance: The grievance should then be concluded. The person responsible for the case will outline the steps taken to ensure that the grievance does not re-occur in the Comment Register and in any other applicable documents.

Taking further steps if the grievance remains open: If however the grievance still stands, then the Project Manager during the project phase and the MICAMade Operations Manager during the ongoing operations will initiate a further investigation and determine the steps for future action as laid out in the MICAMade Policies and Procedures.

1.9.3 - Monitoring

It is vitally important to monitor the effectiveness of the comment response and grievance mechanism. Appropriate measures/key performance indicators (KPI) for this include monthly reporting on the number of grievances received, resolved, and outstanding. As part of stakeholder engagement and consultation, involving the views of the stakeholders for whom the comment response and grievance mechanism is designed in this monitoring and review, will help to improve effectiveness and stakeholder buy-in.
1.10 - Privacy Policy

This policy describes how and when the MICAMade Online Marketplace ("it", "its") collects, uses, and shares information when you purchase an item from MICAMade Online Marketplace (micamade.mica.edu), contact it, or otherwise use its services through micamade.mica.com or its related sites and services.

Both sellers and customers agree that by purchasing an item from MICAMade Online Marketplace or otherwise interacting with the MICAMade Online Marketplace, they have read, understood, and agreed to be bound by all of the terms of this policy. If you do not agree, you must leave the MICAMade Online Marketplace site immediately.

The MICAMade Online Marketplace may change this policy from time to time. If changes are made, sellers and customers will be notified by the method outlined in the MICAMade Online Marketplace’s Stakeholder Engagement Plan.

This policy does not apply to the practices of third parties that the MICAMade Online Marketplace does not own or control, including any third party services sellers and customers access through the MICAMade Online Marketplace. Sellers and customers can reference Section-2 Vendors Policies of the MICAMade Online Marketplace Policies and Procedures document, to learn more about our third parties’ privacy policies.

Additionally, the MICAMade Online Marketplace will make every reasonable effort to inform both sellers and customers when it interacts with third parties with their information; however, they are solely responsible for reviewing, understanding, and agreeing to or not agreeing to any third-party privacy policies.

1.10.1 - Information the MICAMade Online Marketplace Collects

To fulfill an order, customers must provide the MICAMade Online Marketplace with certain information (which they authorized My Marketplace Builder and Stripe Connect to provide to the MICAMade Online Marketplace), such as their name, e-mail address, postal address, payment information, and the details of the product that they are ordering. They may also choose to provide it with additional personal information from time to time if they contact the MICAMade Online Marketplace directly.

1.10.2 - Why Seller and Customer Information is Needed and How the MICAMade Online Marketplace Uses It

The MICAMade Online Marketplace collects, uses, and shares sellers and customers information in several legally-permissible ways, including:

- As needed to provide its services, such as when the MICAMade Online Marketplace uses their information to fulfill customers’ order, to settle disputes, or to provide both sellers and customers with support;
● When sellers and customers have provided their affirmative consent, which they may revoke at any time, such as by signing up for a mailing list or to receive notifications from the marketplace;
● If necessary to comply with a court order or legal obligation, such as retaining information about a customer’s purchases if required by tax law; and
● As necessary for the MICAMade Online Marketplace’s legitimate interests, if those legitimate interests are not overridden by the customers and sellers’ rights or interests, such as (a) providing and enhancing its services; (b) Compliance with the My Marketplace Builder Seller Policy and My Marketplace Builder Terms of Use as found in Section 2 - Vendor Policies in the MICAMade Online Marketplace Policies and Procedures document.

1.10.3 - Information Sharing and Disclosure

Protecting its customers’ personal information is crucially important to the MICAMade Online Marketplace and something it takes very seriously. For these reasons, it shares customers and sellers’ personal information only for very limited reasons and in limited circumstances, as follows:

● With My Marketplace Builder: It shares your information as necessary to provide both sellers and customers services and comply with obligations under the My Marketplace Builder’s Terms and Conditions.
● Customers’ information is shared with the seller they are purchasing items from, selling through the MICAMade Online Marketplace, it shares the purchased items from that seller, name address, and other information needed to fulfill the customer’s purchase.
● With Third-Party Service Providers: the MICAMade Online Marketplace engages the following trusted third parties to perform functions and provide services to the MICAMade Online Marketplace:

  ● Google Analytics, which helps us understand how visitors browse the MICAMade Online Marketplace.
    ○ Customers and sellers can read more about how Google uses their Personal Information here.
    ○ Customers and sellers can also opt-out of Google Analytics here.
  ● Sellers
  ● Stripe.com, Credit Card Services
  ● Constant Contact, Email services & Customer & Vendor database

The MICAMade Online Marketplace shares customers and sellers personal information with these third parties, but only to the extent necessary to perform these services;

● In the Event of a Business Transfer. If the MICAMade Online Marketplace sells or merges its business, it may disclose customers’ and sellers’ information as part of that transaction, only to the extent permitted by law.
● In Compliance with Laws. The MICAMade Online Marketplace may collect, use, retain, and share customer and sellers information if they have a good faith belief that doing so is reasonably necessary to (a) respond to legal process or to government requests; (b) perform legal obligations to which it is bound by agreements; (c) prevent, investigate, and address fraud
and other illegal activity, security, or technical issues; or (d) protect the rights, property, and safety of sellers, customers, or others.

1.10.4 - How Long is Information Stored

The MICAMade Online Marketplace retains customers’ and sellers’ personal information only for as long as necessary to provide them with its services and as otherwise described in this policy. However, the MICAMade Online Marketplace may also be required to retain this information to comply with legal and regulatory obligations, to resolve disputes, and to enforce or perform under its policies and procedures. Generally, data is kept for the following period: five (5) years.

1.10.5 - Transfers of Personal Information Outside the EU

The MICAMade Online Marketplace may store and process customers’ and sellers’ information through third-party hosting services in the US and other jurisdictions. As a result, it may transfer their personal information to a jurisdiction with different data protection and government surveillance laws than their jurisdiction has. If the MICAMade Online Marketplace is required to transfer information about a customer or seller outside of the EU, it relies on Privacy Shield as the legal basis for the transfer, as Google Cloud is Privacy Shield certified.

1.10.6 - Customer and Seller Rights

If a customer or seller resides in certain territories, including the EU, they have a number of rights concerning their personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. These rights are as follows:

- **Right to Access.** Customers and sellers may have the right to access and receive a copy of the personal information the MICAMade Online Marketplace holds about them by contacting it.
- **Right to Change, Restrict, or Delete.** Customers and sellers may also have the right to change, restrict the MICAMade Online Marketplace’s use of, or delete their personal information. Absent exceptional circumstances (such as where it is required to store information for legal reasons) The MICAMade Online Marketplace will generally delete customers’ and sellers’ personal information upon your request.
- **Right to Object.** Customers and sellers can object to (a) the MICAMade Online Marketplace processing some of their information based on legitimate interests and (b) receiving marketing messages from it. In such cases, the MICAMade Online Marketplace will delete their personal information unless it has compelling and legitimate grounds to continue storing and using their information or if it is needed for legal reasons.
- **Right to Complain.** If a customer or seller resides in the EU and wishes to raise a concern about the MICAMade Online Marketplace’s use of their information (and without prejudice to any other rights it may have), they have the right to do so with their local data protection authority.
2 - Vendor Policies

**My Marketplace Builder:**

- [My Marketplace Builder Terms and Conditions](#)
- [My Marketplace Builder Privacy Policy](#)

**Constant Contact:**

- [Constant Contact Website and Product Terms and Conditions of Use](#)
- [Constant Contact Privacy Policy via Endurance International Group](#)

**Stripe Connect:**

- [A guide to PCI Compliance](#)
- [Stripe Services Agreement](#)
- [Stripe Connect Privacy Center](#)
3 - Seller Policies & Procedures

Upon creating an account, to the MICAMade Online Marketplace, all sellers agree to terms and conditions outlined in this document. This information can also be found on the MICAMade Online Marketplace platform under Terms and Conditions. Sellers can sign-up and create an account on the platform here.

3.1 - Sellers Eligibility

The MICAMade Online Marketplace accepts sellers from the following communities:

- Part-time and Full-time Students in a Degree-Granting Program at MICA
- *International Students in Degree-Granting Program at MICA
- MICA Alumni
- Part-time, full-time, temporary, contractual, 10-month and 12-month MICA staff
- Full-time and adjunct MICA faculty
- *Internal Sellers at MICA
- Youth Rising Coalition Members
- *Consumer Cooperatives (with a standing member who fits one of the above categories)
- Baltimore Jewelry Center (BJC)
● *African American Quilters of Baltimore (AAQB)
● *Station North Arts & Entertainment District (SNAE)

*Please note the following specifics for certain communities with an asterisk:

**International Students in a Degree-Granting Program at MICA:** MICA has established the following guidelines to allow F-1 and J-1 international students living in the United States to participate in the MICAMade Online Marketplace and sell their art. For this participation to not be categorized as employment, each F-1 or J-1 international student selling art in the MICAMade Online Marketplace would need to choose where the money from the sale would go. It may be sent to (1) the student’s academic department or a student organization to help pay for items or services to support students, such as student field trips, or to (2) an emergency fund to help international students in need.

- For more specific information about this policy, contact the Office of International Education and an international student advisor to learn how the federal regulations apply to you.
- This policy is dependent on international students’ location at the time of sale being in the United States. If you are an international graduate currently living outside of the United States please contact the MICAMade Manager at micamade@mica.edu.
- This restriction does not apply to alumni in their Optional Practical Training period (OPT).
- If you are among the MICA international students who want to sell their art in the MICAMade Marketplace who are not F-1s or J-1s, please reach out to the MICAMade Manager at micamade@mica.edu.

**Internal Sellers at MICA:** This includes departments, programs, and student organizations at MICA.

Stripe Connect Standard Accounts for internal sellers are set-up by the MICAMade Online Marketplace using MICA’s banking information.

Payments made to internal sellers must be coded manually using a Workday Transaction Correction Form which requires Cost Center, Spend Category, and Fund codes for the department/program/group receiving payment.

**Consumer Cooperatives:** These are multiple-member teams that split profits equitably based on labor contributions. At least one member of the consumer cooperative must be a Youth Rising Coalition member, MICA alumni, current MICA student, staff, or faculty.

It is the expectation that all co-op fiscal matters are managed by the co-op members. The co-op decides who among them is responsible for the creation and administration of the co-ops Stripe
Connect Standard account. The MICAMade Online Marketplace takes no responsibility for distributing funds to individual co-op members.

**African American Quilters of Baltimore (AAQB):** In February 2021, the African American Quilters of Baltimore will be applying and participating on the MICAMade Online Marketplace as a beta-group.

**Station North & Entertainment District (SNAE):** In February 2021, the Station North Arts & Entertainment District will be applying and participating on the MICAMade Online Marketplace as a beta-group.

### 3.2 - Seller Onboarding

Eligible applicants are accepted onto the MICAMade Online Marketplace and are required to attend a 60-minute Orientation over Zoom that covers the following topics:

- Seller Accounts
- Listing Expectations
- Prohibited Items for Sale
- “Fig Leaf” Policy
- Payouts
- Seller Order Fulfillment and Expectations
  - My Marketplace Builder - Shipping Integration
- Sellers Procedures for Returns, Refunds, and Lost or Damaged Items
- Seller Offboarding
- Policy Violations and Termination Information

At the close of Orientation, all accepted applicants will receive a link to the recorded Zoom session, its saved chat history, the Google Slides Orientation presentation, and the MICAMade Online Marketplace Policies and Procedures via email. All of these items are archived [here](#). In this email, accepted applicants will receive the link to sign-up to the platform, create their account to become verified sellers, and begin configuring their Stripe Connect Standard Account.

After being verified on the platform and configuring their Stripe Connect Standard Accounts, accepted applicants become sellers, can publish their first listing, and are officially onboarded to the MICAMade Online Marketplace.
Note: Accepted applicants who choose to not sign-up immediately following Orientation can choose when/if they sign-up before the next quarterly information session. Applicants will need to re-apply to the platform if they do not sign up before the next quarterly information session and application period.

3.3 - Seller Accounts

Seller's profiles include the following information:

- Profile Picture
- First and Last Name (Preferred names are accepted)
- Username
- Credit Card Information
- Verification Checkmark
- Location
- Phone Number

3.4 - Listing Expectations

Listings should include the following information:

- Category (Home & Decor, Bath & Body, etc)
- Listing Title
- Detailed Description
- Select only applicable tag filters
- Location
- Images
  - Cover Image: jpg images that are equal/greater to 600x600 pixels, cannot exceed 4000x4000)
  - Additional Images: jpg images that are equal/greater to 600x600 pixels, cannot exceed 2000x2000)
- Shipping & handling timelines, and delivery methods for your product (e.g. USPS, Custom shipping, Pick Up Only)
- Returns and Refunds policy
Pre-order: If a seller is publishing an item for pre-order, the listing must include the expected ship date and any additional production details that are relevant to the customer receiving the item in an appropriate amount of time.

3.5 - Artist Collaborations

It is expected that all partners be duly credited. Linking the artist in the description is a way to give credit.

The terms of the listings and pricings should be negotiated outside the parameters of the MICAMade Online Marketplace.

3.6 - Prohibited Items for Sale

Food/Edible Items: Any products that are considered edible or food are prohibited on the MICAMade Online Marketplace. This is a highly regulated service and the MICAMade Online Marketplace is not licensed or able to facilitate the sale of these items. This includes but is not limited to:

- Baked goods
- Dairy items
- Dry mixes
- Jellies and jams

Animal Products and Human Remains: The MICAMade Online Marketplace must abide by the United States federal and state regulations. It is the responsibility of the seller to reference where and what materials they are using to create their items.

The following are materials or products that are not allowed to be sold on the MICAMade Online Marketplace:

- Live animals
- Items created using any endangered or threatened animal species
- Items made from cat and dog parts or pelts as defined by US Federal Law
- Ivory or bones from ivory-producing animals, including tusks, elk ivory, fossilized ivory, and wooly mammoth ivory
- Items made from human remains or products from the human body, except for teeth, fingernails, and hair
The following are examples of materials and products that are allowed to be sold on the MICAMade Online Marketplace:

- Non-Ivory Animal Bones and Antlers
- Leather Goods
- Textiles Made from Animal Hair
- Human Teeth or Hair
- If a seller sells products containing feathers, they should abide by the Migratory Bird Treaty Act.

**Controlled Substances, Alcohol, Tobacco, Drugs (Illegal Substances), Drug Paraphernalia, and Medical Drugs:** These substances face serious legal restrictions and in many cases are considered controlled substances under applicable law. The MICAMade Online Marketplace is not licensed or able to facilitate the sale of the following items:

- Alcohol
- Tobacco
- Drugs (illegal substances)
- Drug paraphernalia
- Medical drugs
- Substances that have or are claimed to have an intoxicating or healing effect

**Hazardous Materials:** The following materials are examples of prohibited hazardous materials:

- Bodily fluids such as blood, urine, feces, or harmful chemicals
- Explosives (fireworks or sparklers)
- Explosive precursors
- Flammable items
- Gases
- Radioactive material
- Toxic substances (such as poisons)

**Firearms:** The sale of firearms is highly regulated in the state of Maryland and throughout the United States. The MICAMade Online Marketplace is not licensed or able to facilitate the sale of the following items:

- Firearms or guns (including vintage)
- Ammunition
**Blades:** The MICAMade Online Marketplace aims to be inclusive of artists who hand-craft wooden imitations of weapons and common sharp-edged blades. It is the responsibility of the seller to know and abide by their local and state regulations if they do not reside in the state of Maryland. It is the responsibility of the customer to not misuse these items.

The following items **are allowed** on the MICAMade Online Marketplace:

- Kitchen knives (cleaver's knife, chef's knife, paring knife, boning knife, bread knife, steak knife, fillet knife, santoku, utility knife, nakiri bocho, kitchen shears)
- Fixed blade pocket knives or penknives
- Throwing stars and knives
- Assisted-opening or spring-assisted folding knives
- Butterfly knives (Balisongs)
- Swords, machetes, spears, polearms, and other large edged weapons
- Wooden imitations of any of the above

*In the state of Maryland, it is illegal to carry concealed or with unlawful intent to injure, but legal to carry these items.*

The following items **are not** allowed on the MICMade Online Marketplace:

- **Switchblades**
- **Ballistic knives**

**Under Maryland law it is illegal for a person to sell, barter, or offer for the sale or barter of these items. The sale of switchblades across state lines is regulated by federal law.**

**Hate Items:** The MICAMade Online Marketplace prohibits items that promote, support, or glorify hatred because we aim to be an inclusive and caring community. The following items are classified as racist, sexist, violent, and/or harmful against a person’s race, ethnicity, national origin, religion, gender identity, disability, or sexual orientation:

- Items that support or commemorate current or historical hate groups
- Items that contain racial slurs or derogatory terms about a person’s race, ethnicity, national origin, religion, gender identity, disability, or sexual orientation
Plagiarized Works: Plagiarism is defined as the practice of taking someone else’s work or ideas and passing them off as one’s own. All items must be the product of the seller’s original intellectual property.

Multi-level Marketing and Affiliate Marketing: Multi-level marketing is a strategy to direct sales to encourage existing distributors to recruit new distributors. Affiliate marketing is a marketing arrangement by which an online retailer pays a commission to an external website for traffic or sales generated from its referrals.

Multi-level marketing and affiliate marketing are prohibited on the MICAMade Online Marketplace to maintain the quality of products and sellers on the platform. Furthermore, multi-level marketing and affiliate marketing are not the unique intellectual property of sellers.

3.7 - “Fig Leaf” Policy

The MICAMade Online Marketplace wants to provide both sellers and customers with a safe browsing environment. We understand that images containing obscenity, self-harm or violence to an animal or human being could be triggering for individuals.

It is the responsibility of the artist to partition these items from view in the cover image of its product listing. If a seller has any questions about a specific item, please contact the MICMade Manager.

3.8 - Payouts

Stripe Connect Standard Account

All sellers need to set-up a Stripe Connect Standard Account. Sellers are prompted to set up their accounts after being verified by the MICAMade Manager. They can find the configuration link under the Cashout tab in their account settings. No seller can successfully publish a listing, process a transaction, or fulfill an order, without first setting up this account.

The MICAMade Online Marketplace administrative account automatically initiates the transfer of funds to all sellers, however, each seller’s first transaction on the platform will be delayed between 5-7 business days after sale due to the Stripe verification system.

Stripe Connect Fee Structure for Sellers: Stripe Connect charges 2.9% + $0.30 per transaction. This fee is taken out of the seller payout and applied to each individual transaction on the platform.
Fee Structure for MICAMade Online Marketplace: The MICAMade Online Marketplace charges a 10% transaction fee. This fee is taken out of the seller’s payout.

3.9 - Seller Order Fulfillment and Expectations

Order fulfillment and lead times are the responsibility of the seller. Sellers are expected to communicate the shipping timeline and delivery options to the customer via the product listing and/or continued conversation with the customer. Sellers are required to provide the customer with a tracking number for shipped packages.

3.10 - Sellers Procedures for Returns, Refunds, and Lost or Damaged Items

Returns: Return policies are determined by the individual seller and are recorded in each product listing. It is the responsibility of the seller to determine how and when to receive an item from a customer.

Refunds: Refund policies are determined by the individual seller and are recorded in each product listing. If a seller decides to initiate a refund, they are responsible for submitting a Comment and Grievance Form to the MICAMade Online Marketplace to request a refund.

Lost or Damaged Items: Damaged or lost items will be evaluated on a case-by-case basis by the seller and the MICAMade Manager. The seller is responsible for submitting a Comment and Grievance Form to the MICAMade Online Marketplace to begin this evaluation.

3.11 - Seller Offboarding

Sellers who wish to disable or delete their account must email the MICAMade Manager at micamade@mica.edu. Sellers may delete or disable their account at any time.
If a seller would like to re-enable their account after disabling it, they must email the MICAMade Manager.

When deleting an account in My Marketplace Builder, all personal data will be deleted from the system. The MICAMade Online Marketplace will not be able to re-activate your account.

Sellers must include the following information in their email to the MICAMade Manager:

- Subject: “Disable My Account” or “Delete My Account”
- Name
- Account Username
- Account Email Address
- “Expected Leave of Absence” or “Intention to Permanently Delete Account”

### 3.12 - Policy Violation and Account Termination Information

**Policy Violations:** If a seller violates the policies and procedures outlined in this document they will be notified via email by the MICAMade Manager and given an appropriate interval to remedy the issue. The MICAMade Online Marketplace reserves the right to remove any and all listings if the seller violates this agreement.

**Termination on Notice:** If a seller has repeatedly violated the policies and procedures outlined in this document and repeatedly does not remedy the violation, the MICAMade Online Marketplace may disable their seller account.
4 - Customer Policies & Procedures

Upon creating an account, to the MICAMade Online Marketplace, all customers agree to the terms and conditions outlined in this document. This information can also be found on the MICAMade Online Marketplace platform under Terms and Conditions. Customers can create an account on the platform here.

4.1 - Customer Accounts

After creating their accounts, customers are welcome to start shopping!

Customers do not have the ability to post a listing. If a customer is interested in becoming a seller, they can find out if they are eligible by referencing the 3.1 - Seller Eligibility in the Terms and Conditions on the MICAMade Online Marketplace. If they have questions they can reach out to the MICAMade Manager at micamade@mica.edu.

Customer’s profile information includes the following:

- Profile Picture
- First and Last Name (Preferred names are accepted.)
4.2 - Payments

The MICAMade Online Marketplace uses Stripe Connect as its PCI compliant payment processor. Customers can reference Stripe Connect’s PCI Compliance Guide [here](#).

4.3 - Customer Order Fulfillment and Expectations

Order fulfillment and lead times are communicated to customers by the seller. All customers have the option to start a conversation with the seller through the Contact Shop Owner button on the product listing. Customers will receive a tracking number for shipped packages.

4.4 - Customer Procedures for Returns, Refunds, and Lost or Damaged Items

**Returns:** Customers can locate a seller’s return policy in the product listing for the item they have purchased. If a customer would like to initiate a return they must contact the seller directly. It is the responsibility of the seller and customer to determine how and when to return an item to the seller.

**Refunds:** Customers can locate a seller’s refund policy in the product listing for the item they have purchased. If a customer would like to initiate a refund they must contact the seller directly.

**Lost or Damaged Items:** If a customer does not receive an item, or receives a damaged item they must contact the seller directly.

4.5 - Deleting Your Customer Account

If a customer would like to delete their MICAMade Online Marketplace account they must contact micamade@mica.edu. Only the MICAMade Manager can delete accounts on the platform. All personal data will be deleted from the platform and we will not be able to re-activate your account.

Customers must include the following information in their email to the MICAMade Manager:

- Subject: Delete My Account
- Name
● Account Username
● Account Email Address
● Intention to Permanently Delete Account