

### Membership

We expect all members of Kraftwurx (including [Kraftwurx staff](#)) to treat each other with respect and kindness. Remember that behind every username is a real person with feelings. Your username on Kraftwurx is your identity. You are responsible for your conduct and all content submitted under your username on Kraftwurx.

- By joining Kraftwurx, you agree to abide by the policies outlined here and in our [Terms of Use](#).
- Usernames cannot be changed except in the event of documented legal action (such as trademark infringement) at Kraftwurx discretion. Choose your username carefully.
- You may not use the word "Kraftwurx" in your username without Permission.
- You must be at least 18 years of age to hold an account on Kraftwurx.
- If you are under 18, you must have the permission and supervision of a parent or legal guardian who is at least 18 years of age; that adult is responsible for the account.
- If you are under the age of 18, you may not utilize the Community Features on Kraftwurx (for example: Forums, Chat Rooms, Virtual Labs), unless otherwise specified by Kraftwurx. When using Kraftwurx, those under 18 must, at all times, have the permission and supervision of a parent or legal guardian who is at least 18 years of age.
- You may not use mature, profane or racist language or images in your username, avatar and/or Public Profile.
- You may not use the public areas of your account to demonstrate or discuss disputes with others or with Kraftwurx.
- You may not transfer ownership or sell your Kraftwurx account to another party.
- You may not use Kraftwurx to direct shoppers to another online selling venue to purchase the same items as listed in your Kraftwurx shop, as this may constitute fee avoidance. This includes posting links/URLs or providing information sufficient to locate the other online venue(s).

- A Kraftwurx account may not be used for the purpose of redirecting traffic to another web location.
- Keep your account information updated and accurate. Your account must have a valid email address at all times. Kraftwurx will use the email address on file in your account information to contact you when necessary.
- Kraftwurx encourages all members to resolve their own disputes. As a venue, Kraftwurx cannot mediate disputes between members or other parties.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. This includes all of your accounts by virtue of association. In other words, Kraftwurx reserves the right to suspend the use of the site for a person and all username(s) he/she operates under. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Multiple accounts held by one person

Having more than one account ("multiple accounts" or "alternate accounts") is not something Kraftwurx encourages, as it has the potential to cause confusion. Keep in mind that information and accounts cannot be merged in any way, so if you change your mind later, you will not be able to transfer information (for example: listings, feedback, Favorites or purchase history) from one account to another.

- All of your usernames must be clearly disclosed in the Public Profile for each account. A

statement such as, "I am also on Kraftwurx under these usernames..." would be acceptable. This includes all buying and selling accounts, as well as any collective accounts in which you are involved.

- You may not use an alternate account to purchase items from yourself. This is called "shilling."
- You may not list the same unique item in more than one shop on Kraftwurx.

Kraftwurx will not issue refunds for accidental activity stemming from multiple account ownership (for example: listing items in the wrong shop). Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. This includes all of your accounts by virtue of association. In other words, Kraftwurx reserves the right to suspend the use of the site for a person and all username(s) he/she operates under. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Multiple people using a single account (collective shops)

An account that involves more than one person is called a collective. There are three scenarios, outlined below, in which multiple people who know each other may use a single Kraftwurx account.

**Collaboration:** Artisans combine their skills to make and list handmade products in an Kraftwurx shop. For example:

- One artist screen prints fabric, then another artist sews clothing from the fabric. The finished product is listed in a collective Kraftwurx shop.

**Sharing a Shop:** Multiple people who know each other use a single Kraftwurx account to post their own separate items in one shared shop. For example:

- Two jewelers share a collective Kraftwurx shop, but they create and list their own jewelry items in the shop.
- Friends, a painter and a furniture maker, share a collective Kraftwurx shop to sell their work together.
- Vintage sellers share a shop to sell their vintage finds together.

**Shop Management Help:** Someone helps a friend or family member in the same household or shared physical space manage their Kraftwurx account. For example:

- A person helps a friend or family member list or ship an item. The item is listed in their collective Kraftwurx shop.
- With permission and supervision of a parent or legal guardian who is at least 18 years of age, a minor and an adult have an Kraftwurx shop together. Per Kraftwurx Membership policies, the adult is responsible for the account.

If your shop is a collective, you must comply with all of Kraftwurx policies, including these additional policies specifically for collectives:

- A collective may not be an entity that represents multiple artists by contract (for example: a gallery, a consignment shop, an art agency/dealer).
- Because of the laws concerning charitable fundraising, a charitable collective shop must comply with Kraftwurx Charitable Listings and Shops policies.
- The Public Profile page for the account must fully disclose accurate information about each person, their role in the Kraftwurx shop and the relationships between the members of the collective. Kraftwurx may ask for additional information and require that the shop comply with additional requirements.
- The individual who registers the account is responsible for all activities of the account, the bill and any transactions. This includes participation in Community Features of the site.
- All standard listing policies (see Shops and Listings) apply to collective Kraftwurx shops. All handmade items must be created by members of the collective.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#). If any of Kraftwurx policies are violated by a member of a collective, all accounts registered to members of the collective are subject to suspension of privileges and/or account termination. Kraftwurx will not mediate disputes between individuals within a collective.

## Private Messaging & In Time Chat

Private Messaging & In Time Chat are your way to communicate privately with other Kraftwurx members. Think of it like email just for Kraftwurx. Private Messaging & In Time Chat are primarily intended for communicating about transactions. Members may also use Private Messaging & In Time Chat to build friendly relationships with one another, seek advice or discuss Kraftwurx Team activities. Please Use Common Sense when giving out personal information to others via Private Messaging & In Time Chat.

- You must not use Private Messaging & In Time Chat to send unsolicited advertising or promotions, requests for donations or "spam."
- If someone hearts your shop/item to mark it as a Favorite, that is not an invitation to send a private message to that person.
- You must not use Conversations to knowingly harass or abuse another member.
- If someone explicitly tells you not to contact them, you must not use Private Messaging or In Time Chat to contact them again, unless involved in an open transaction.
- You must not use Private Messaging or In Time Chat to interfere with a transaction.
- You must not contact another member to buy or sell an item listed on Kraftwurx outside of Kraftwurx marketplace. This may also constitute fee avoidance.
- You must not communicate with a member involved in an active or completed transaction to warn the member away from a particular buyer, seller or item.

Sending too many messages too quickly may auto-disable your private messaging. You must [Contact Support](#) to have your ability to send Private Messaging & In Time Chat reinstated. Misuse of these messengers may result in suspension of account privileges and/or termination of your Kraftwurx account(s). Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Transactions

Kraftwurx is a Venue, not a retailer; Kraftwurx role is to connect the buyer and the seller. This means when you place an order on Kraftwurx, you are entering into a direct transaction and personal relationship with an individual seller (facilitated by Kraftwurx). We encourage the two parties to independently work through the transaction to completion.

A transaction is created when a buyer completes Kraftwurx checkout process. The seller and buyer will receive email notification from Kraftwurx with information about the transaction and an invoice record in Your Kraftwurx. An Kraftwurx transaction is completed when the buyer pays and the seller ships the item. Payment is submitted directly to the seller via a method specified in the item listing or seller's Shop Policies (for example: PayPal, personal check, etc).

Communication is the key to a smooth transaction. All buyer questions regarding transactions, including payment arrangements and cancellations, should be directed to the seller. Kraftwurx recommends that members use Kraftwurx Conversations and email to correspond. Kraftwurx encourages all sellers to consider Customer Service Best Practices and keep records regarding proof of shipping (for example: delivery confirmation, shipping service receipt, customs form).

In certain circumstances, a seller may cancel an invalid or void transaction (see Transaction Cancellation) or refuse service to a buyer (see Refusing Service). A seller may post important information in their Shop Announcement, Shop Policies, [Public Profile](#) or listing description to better inform buyers. A seller's individual policies for shipping, returns/exchanges and refunds posted in the seller's Shop Policies must comply with Kraftwurx site-wide policies. Please note: other services involved in completing a transaction (for example: PayPal.com, shipping services) may have different policies regarding transactions.

### Transaction policies for the **seller**:

- The seller must sell the item(s) to the buyer with whom the transaction is created, unless the transaction is eligible for cancellation (see Transaction Cancellation).
- The seller must ship the item(s) as described (see Dissatisfaction with Item or Service).
- The seller must ship the item(s) within a reasonable amount of time, according to the transaction agreement or the terms in the seller's Shop Policies.
- The seller must ship the item(s) to the shipping address submitted by the buyer. The seller should communicate with the buyer if shipping information is unclear or inconsistent.
- In the event of a dispute, the seller may be asked to provide Kraftwurx with proof of shipping. Kraftwurx will not hold the seller responsible for postal or shipping service delays or errors, theft or customs delays.

### Transaction policies for the **buyer**:



- The buyer must pay the seller directly. Do not send payment to Kraftwurx.
- The buyer must pay at the time the transaction is created, according to transaction agreement or the terms in the seller's Shop Policies.
- The buyer must submit valid shipping, billing and payment information to the seller, according to transaction agreement or the terms in the seller's Shop Policies.
- In the event of a dispute concerning the return of the item(s) to a seller, the buyer may be asked to provide Kraftwurx with proof of shipping back to the seller. Kraftwurx will not hold the buyer responsible for postal or shipping service delays or errors, theft or customs delays when returning items to the seller.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Transaction concerns or disputes

We hope that your shopping experience on Kraftwurx is smooth and hassle-free. In the event of a transaction dispute, Kraftwurx encourages the buyer and seller to resolve the situation through Kraftwurx Conversations, email and by submitting fair, honest feedback (see Feedback). The policies below describe various types of transaction disputes and the roles of the seller, the buyer and Kraftwurx in each scenario.

### Non-payment

Non-payment occurs when a buyer does not or cannot complete payment after a transaction has been created. The seller may invoice the buyer in an attempt to collect payment before shipping. Kraftwurx encourages sellers to offer buyers fair, honest feedback (see Feedback). Sellers are also encouraged to consider Customer Service Best Practices.

- The buyer must pay at the time the transaction is created, according to the transaction agreement or according to the terms in the seller's Shop Policies.
- The seller may cancel a transaction for non-payment when applicable (see Transaction Cancellation).

Kraftwurx relies on sellers to submit fair, honest feedback for buyers in non-payment circumstances. Members with a low overall feedback score may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Non-delivery

Non-delivery occurs when a seller does not or cannot ship an item after a transaction has been created and the buyer has sent payment to the seller. The buyer may file a non-delivery report with Kraftwurx against the seller. When a non-delivery report is filed, both the buyer and the seller receive a notice from Kraftwurx about the report so they can work out the issue. Kraftwurx encourages all sellers to keep records regarding proof of shipping (for example:

delivery confirmation, shipping service receipt, customs form). Kraftwurx relies on buyers to submit fair, honest feedback (see Feedback) for sellers in non-delivery circumstances. Please note: a buyer who paid a seller via PayPal may have a limited time frame in which to file a claim for refund of purchase under PayPal's policies.

- The seller must ship goods within specified amount of time on the seller's account, according to transaction agreement or according to the terms in the seller's Shop Policies.
- The seller must respond to a non-delivery report by contacting Kraftwurx. A non-delivery report cannot be closed until the seller [Contacts Kraftwurx](#).
- The seller may be asked to provide Kraftwurx with proof of shipping in the event of a dispute.

A seller who fails to ship an item, respond to a non-delivery report or settle a disputed transaction in a reasonable manner may be suspended. Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Refusing service

Kraftwurx encourages sellers to engage in clear and consistent communication, consider Customer Service Best Practices and honor transaction agreements. However, if a seller cannot complete a transaction due to an extraordinary circumstance, then the seller may refuse service to the buyer.

- The seller must notify the buyer of refusal of service through email, Kraftwurx Private Messaging, or In Time Chat.
- The seller can only refuse service prior to shipping.
- If the buyer has already paid, then the seller must refund the buyer (price paid for item plus shipping).
- The seller may cancel the transaction when applicable.
- Unless otherwise agreed or according to the seller's terms, a seller's refusal of service to a specific buyer is indefinite within that seller's Kraftwurx shop.

Members who abuse the privilege to refuse service may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

### **Dissatisfaction with item or service**

A buyer may not be completely satisfied with a purchase or transaction experience. Kraftwurx recommends that the buyer communicate with the seller by Kraftwurx Private Messaging or In Time Chat or email to resolve the matter. Kraftwurx encourages buyers to submit fair, honest feedback (see Feedback). Sellers are encouraged to consider Customer Service Best Practices.

- The seller must accurately describe the item in the listing (see Shops and Listings).
- The seller must comply with the transaction agreement or according to the terms in the

seller's Shop Policies.

In the event the buyer receives a product that is significantly different from the original listing, the buyer may contact Kraftwurx Support to report the item not as described. Kraftwurx relies on buyers to submit fair, honest feedback for sellers in circumstances when the buyer is dissatisfied with an item or the seller's customer service. Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Interference

To ensure the integrity of Kraftwurx marketplace and help protect members from potentially fraudulent activity, transaction interference is not allowed on Kraftwurx. The following circumstances are considered transaction interference:

- You may not contact another member to buy or sell an item listed on Kraftwurx outside of Kraftwurx marketplace. This may also constitute fee avoidance.
- You may not communicate (for example: by Kraftwurx Private Messaging & In Time Chat) with a member involved in an active or completed transaction to warn the member away from a particular buyer, seller or item.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Transaction cancellation

Kraftwurx charges fees to sellers for use of Kraftwurx services. Sellers agree to complete valid transactions and pay Kraftwurx fees in full monthly. On occasion, a seller may need to cancel an invalid or void transaction. When applicable, Kraftwurx will issue a refund to the seller for the applicable fees and remove the transaction from Kraftwurx. Only the seller in a transaction may cancel the transaction. The buyer should contact the seller by Kraftwurx Conversations or email to request cancellation of a transaction. The buyer may [Contact Support](#) if the seller does not respond to a request to cancel a transaction. Item returns are subject to the individual seller's shop policies; the buyer needs to contact the seller for approval prior to shipping an item back to the seller.

- The seller may not cancel a transaction for the purpose of avoiding fees or feedback.
- The seller may cancel an invalid or void transaction, as defined by these circumstances:
  - The buyer did not pay at the time the transaction was created, according to the transaction agreement or according to the terms in the seller's Shop Policies.
  - Both the buyer and seller agree to cancel the transaction prior to shipment. If the buyer has already paid, the seller has refunded buyer (price paid for item plus shipping).
  - The seller has refused service to the buyer. If the buyer has already paid, the seller has refunded the buyer (price paid for item plus shipping).
  - The buyer paid for the item(s). Although the seller shipped the item(s), the buyer did not receive the item(s). The seller has refunded the buyer (price paid for item at minimum).
  - The buyer paid, the seller shipped the item, and the buyer received the item. Then the buyer and seller agreed the buyer can return the item to the seller for a refund. The seller has

received the returned item, and the seller has refunded the buyer (price paid for item at minimum).

Members who abuse the privilege to cancel transactions may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#) .

## Feedback

Feedback is a way to establish a reputation of trust for buyers, sellers and the Kraftwurx marketplace. For every transaction, the buyer and seller have the opportunity to submit a rating (positive, neutral or negative), an optional comment and an optional Customer Appreciation Photo. Both buyer and seller have the opportunity to submit feedback for up to 120 days after the date of the transaction or until the transaction is canceled by the seller (for void or invalid transactions). Consistency, fairness and honesty are critical to the integrity of the feedback system. Feedback directly affects a member's reputation, so we ask that members take it seriously.

- Positive-rated feedback (including the optional comment and Customer Appreciation Photo) cannot be edited or removed after submission except in the circumstances noted in Kraftwurx Feedback policies.

- Negative- or neutral-rated feedback may be changed to a positive rating when both parties agree using the Kiss and Make Up Feature.

- Kiss and Make Up is not available for canceled transactions. Negative or neutral feedback for a canceled transaction may be removed if the author of the feedback [Contacts Kraftwurx Support](#).

- After 120 days the option to leave feedback expires; this option cannot be reinstated.
- The option to leave feedback for a canceled transaction cannot be reinstated.
- Feedback ratings, comments or images removed by Kraftwurx cannot be reinstated or resubmitted.

Members may ask Kraftwurx to review feedback for removal. [Contact Support](#) to request a feedback review. Kraftwurx does not investigate the validity of opinions or statements made in feedback or mediate feedback disputes. At Kraftwurx discretion and without notice to both parties involved, feedback may be removed or altered by Kraftwurx in the following circumstances:

- The member who submitted a negative or neutral feedback rating requests removal when Kiss and Make Up is not available.
- Personally identifying or private information was published (for example: a phone number, real name, email address, physical address, content of a private Kraftwurx Conversation, details regarding an Kraftwurx investigation).
- Feedback contains mature, profane or racist language and/or images.
- Feedback contains spam, links, scripts or advertising.
- Shilling is evident (fraudulent inflation of feedback rating by use of an alternate account).
- Feedback is given for a transaction created for the sole purpose of leaving feedback.
- Negative or neutral feedback was mistakenly submitted for a different transaction.
- Negative or neutral feedback refers to an unrelated transaction.
- Positive feedback obtained using the Kiss and Make Up Feature contains negative comments or images.
- Negative or neutral feedback comments about using Kraftwurx or other services (for example: payment processors).
- A member is confused about how to use the Feedback system, resulting in unintended negative or neutral feedback.



- Kraftwurx is provided with a valid court order requesting removal of feedback.

Members with low overall feedback scores or members who have violated the above policies for feedback may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Shops and listings

Kraftwurx provides a marketplace for designers, artists and collectors to sell their handmade creations, vintage goods and crafting supplies. Most shops belong to individuals, but a small group can run an Kraftwurx shop as a Collective (see Membership).

We encourage all sellers to provide information about yourself and/or your craft in your [Public Profile](#).

Shoppers will likely be interested in this information, as they are often here specifically to buy handmade items directly from the creator. You should explain your shop's policies regarding shipping, payments, refunds and exchanges on the Shop Policies page. You may use this space to provide additional shop policy information.

Please keep the following things in mind as you set up your shop and create listings:

- An individual shop's policies must abide by Kraftwurx site-wide policies. Kraftwurx reserves the right to request that a seller provide policy information or require a seller to modify unreasonable policies at Kraftwurx discretion.
- Do not make illegal use of photographs or written text. This is in violation of our [Terms of Use](#).
- Use of Mature, profane and/or racist language or images in the public areas of your Kraftwurx shop is not permitted. This includes your username, [Public Profile](#), item titles, tags, avatar, banner, and/or shop sections.
- You may not set a minimum purchase amount requirement in your shop.
- You must pay your Kraftwurx bill on time to avoid penalties, including but not limited to: suspension of listing privileges and/or account termination. Learn more about billing in the How Billing Works Help Guide.
- You may not engage in any activity to avoid Kraftwurx Fees ("fee avoidance"). This includes but is not limited to: completing a transaction off-Kraftwurx once it has been initiated on the site, listing an item below its intended purchase price or canceling a valid completed transaction.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Listings

All listings on Kraftwurx should be clear, accurate and detailed. Accurate titles, tags, photos and descriptions are critical to selling on Kraftwurx. Check out the Listing an Item Help Guide for more information on how to list your items. Keep these policies in mind as you list and describe your items:

- Listing descriptions and photos must accurately describe the item for sale so buyers know what is included in the purchase.
- Each listing must be available for purchase.
- You may not create a listing for an item that is not for sale or sold out.
- A listing may not be created for the sole purpose of sharing photographs or other information with the community.
- A listing may not be created solely as an advertisement. This includes notices of sales or promotions in your shop. Such information may be included in your [Public Profile](#), avatar, banner, Shop Announcement and/or item descriptions.
- Items must not be listed as available for rental or lease.
- Listing prices must be reasonable.
- You may price an item how you choose; however, a listing should not be created with an inaccurate price in order to keep it from selling.
- The shipping cost must be reasonable for the item.
- Each unique item must have its own listing. You may group items as a set into a single listing if the items are being sold and shipped together. If you wish to offer options for the item (for example: a t-shirt available in various sizes), please refer to the policies for Custom Orders.
- You may not edit a listing's information to change it to an entirely different item; this is considered fee avoidance.
- All listings on Kraftwurx must be for a tangible object. (Note: a digital file is considered a tangible object.)
- You may not use Kraftwurx to direct shoppers to another online selling venue to purchase

the same items as listed in your Kraftwurx shop, as this may constitute fee avoidance. This includes posting links/URLs or providing information sufficient to locate the other online venue(s).

- A listing must not be conditional upon the purchase of another listing in your shop (for example: saying "this item may only be purchased along with another item in my shop" is not allowed). This includes listings for item upgrades, shipping upgrades and gift wrapping upgrades.

- A free with purchase item may not be listed as a separate listing conditional upon the purchase of another item in your shop.

- The title and tags must not mention or describe the free with purchase item.
- Information about free with purchase items may only be included in the item description.
- A free with purchase item must not be featured in the first photograph of the listing.
- The listing price must only reflect the listed item.

- Gift certificates are governed by local laws; it is the seller's responsibility to determine if they are in compliance. If you list a gift certificate on Kraftwurx, you are responsible for this compliance.

- You must include this sentence in the item listing: "This Gift Certificate is valid only in my Kraftwurx shop, and it is only redeemable here."

- Drop shipping is not permitted. All items must be shipped under the direct supervision of the seller.

In addition to the listing and Tagging rules that apply to all listings on Kraftwurx, please review the specific policies that apply to the three types of items that may be sold on Kraftwurx: Handmade By You, Commercial Crafting Supplies and Vintage Items. Some items are Prohibited, and some items (for example: Mature Content) require special attention to comply with Kraftwurx policies.

Listings that do not comply with Kraftwurx policies may be flagged for review (see Flagging). Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for

violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#) .

### Custom orders

Custom orders or customizable items may be listed on Kraftwurx in the handmade categories if they adhere to the following policies for listing:

- "Custom order" listings must be listed for purchase with a set price.
- The seller may use photographs of previous work and options for customization (for example: color choices) in the listing.
  - If the seller offers different sizes or styles that affect the price, the seller must make a separate listing for each item.
- The buyer must purchase the listing on Kraftwurx to have an item created. Details about the customization can be discussed via Kraftwurx Conversation or email.
  - If the buyer supplies their own materials to the seller for a custom order, they do so at their own risk.
- The final custom item must comply with all of Kraftwurx policies for handmade items.

Listings that do not comply with Kraftwurx policies may be flagged for review. Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#) .

### Production assistance

**Production assistance for certain intermediary tasks in some crafts may be acceptable. The following policies govern use of production assistance in the creation of handmade items:**

- An assistant, under the direct supervision of the seller, may: assist with a portion of the creation process, list items in a shop, ship items, communicate with buyers, accounting or other record keeping.
- A third-party vendor may be used for intermediary tasks in some crafts. Acceptable examples include, but are not limited to: printing the seller's original artwork, metal casting from the seller's original mold, or kiln firing the seller's handcrafted ceramic work.
- A third-party vendor may not fulfill your orders to your Kraftwurx customers on your behalf (no drop-shipping).
- An assistant or third-party vendor's involvement may not comprise a majority share of a handmade item's creation.

Listings that do not comply with Kraftwurx policies may be flagged for review (see Flagging). Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

### Services

In general, services are not allowed to be listed on Kraftwurx. There are a few exceptions noted below that are allowed as they produce a new, tangible, physical item.

- Any service that does not yield a new, tangible, physical item is not allowed (for example: tailoring, restoring or repairing an item, photographic retouching or color correction).
- Custom graphic design and digital pattern distribution are allowed; a digital file (for example: .pdf, .jpg, .doc) is considered the tangible, physical item.
- An instructional crafting workshop is allowed as long as it provides the buyer with a tangible, physical item (for example: an instructional booklet, crafting supplies, a finished project that the student created in the workshop).

Listings that do not comply with Kraftwurx policies may be flagged for review (see Flagging). Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Charitable listings and shops

Kraftwurx understands that members may wish to participate in fundraising for charitable organizations and causes. Charitable fundraising is subject to many laws, and unfortunately, there exist unsavory people who may attempt to take advantage of your good will. Therefore, for the protection of our community, Kraftwurx has established some policies regarding charitable listings and shops that use charitable fundraising as a promotional tool. Members participate in charitable fundraising at their own risk.

- Members represent that any charitable fundraising complies with all applicable laws.
- A seller who promotes that their Kraftwurx shop engages in charitable fundraising on behalf of a recognized tax-deductible charitable organization (for example: 501(c)(3) status or equivalent with the IRS, similar legally-recognized non-U.S. charitable organization) must receive appropriate consent from the charitable organization.
- The seller must include clear information about the organization and donation details in the listing and/or [Public Profile](#).
- Listings created solely to solicit for donations are not permitted. All Listings on Kraftwurx must be for a tangible item available for sale.
- Members must comply with all policies, including Kraftwurx [Community](#) and Conversations policies. Members must not send unsolicited donation requests.
- A charitable shop involving multiple people must comply with all applicable rules concerning Collective Shops.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).



### Mature content

Kraftwurx aims to maintain a marketplace appropriate for general audiences, therefore the use of mature content must comply with the following policies. Mature content is defined as: visual depiction of male or female genitalia, sexual activity or content, profane language or graphic violence. Mature content listings will remain in all Kraftwurx searches by default; users can restrict results by using the exclusionary search term "-mature" ("opt-out" search status).

- Item listings containing mature content must be Tagged with "mature" and include the word "mature" in the item title.
- Mature content and/or profane language or images are not allowed in your username, [Public Profile](#), item titles, tags, avatar, banner, Shop Announcement and/or Shop Section titles.
- The first thumbnail image in your item listing should be kept appropriate for general audiences; additional images in the listing may show the item in its entirety. Mature content and/or profane language or images are only allowed in the second, third, fourth and fifth photos of an item listing and the description text of a listing.
- Pornography is Prohibited on Kraftwurx.

Listings that do not comply with Kraftwurx policies may be flagged for review (see Flagging). Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

### Prohibited items

Every Kraftwurx seller is responsible for following the laws that apply to you, your shop and your items, including any shipping restrictions for your items.

There are some types of items that we don't allow in Kraftwurx marketplace, even if they are legal and otherwise meet Kraftwurx selling criteria. Some things just aren't in the spirit of Kraftwurx. The following types of items may not be listed on Kraftwurx:

- Alcohol
- Tobacco
- Drugs, drug-like substances, drug paraphernalia
- Live animals, illegal animal products
- Pornography
- Firearms and/or weapons
- Recalled Items
- Real estate
- Motor vehicles (automobiles, motorcycles, boats, etc.)
- Items or listings that promote, support or glorify hatred toward or otherwise demean people based upon: race, ethnicity, religion, gender, gender identity, disability, or sexual orientation; including items or content that promote organizations with such views
  - Items or listings that promote or support illegal activity or instruct others to engage in illegal activity
  - Items or listings that promote, support or glorify acts of violence or harm towards self or others

Even beyond these standards, Kraftwurx members are responsible for making important moral or ethical decisions regarding what they buy and sell on Kraftwurx.

We reserve the right to remove listings that we determine are not within the spirit of Kraftwurx. Such listings will be removed from the site, and the member's selling privileges may be suspended and/or terminated. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Tagging

Accurate Tags are very important, as many of Kraftwurx shopping features use tags to help shoppers find your listings. Check out the Listing an Item Help Guide for more information on how to add tags to your listings. Here are the basic policies for tagging:

- Only use accurate and relevant tags that describe the specific item for sale in your listing.
- You may use relevant synonyms as tags (for example: a purse may be tagged with "handbag"). You must not tag a listing with related, but inaccurate words (for example: mittens

should not be tagged with "scarf," earrings should not be tagged with "necklace").

- If your items are one-of-a-kind or unique, you may tag your listing with "original," "OOAK," "one of a kind," or other synonyms. However, if your item is a reproduction or in an edition of multiples, you must not tag it with these terms.

- You may only use multiple words as a single tag if they comprise a single descriptive phrase (for example: "sterling silver" or "art doll"). Examples of unacceptable multiple words in a single tag: "silver earrings," "beach water sunset," "handbag purse clutch," "green red blue black."

- Tags should only state what the item is, not what the item may become or potential uses for the item (for example: yarn should not be tagged with "sweater," beads should not be tagged with "bracelet," small gift items should not be tagged with "stocking stuffer").

- Tags that describe the craft or process used to create an item should only refer to the processes that you personally used to create the item (for example: note cards should only be tagged "paper making" if you made the paper by hand from pulp, a wooden shelf should only be tagged "woodworking" if you built the shelf).

- If your listing contains mature content, then you must comply with Kraftwurx Mature Content policies. This includes tagging and titling your listing with the word "mature."

## Tagging supply listings

These additional policies apply when tagging listings for Supply items:

- Commercial crafting supplies must be listed in the top-level Supplies Category; this means the first tag is "Supplies."

- Commercial crafting supplies must be tagged with "commercial."

- Commercial crafting supplies must not be listed in the top-level handmade categories (for example: the Books and Zines Category is only for handmade books; the Knitting Category is only for handmade knitting-related items).

- Mass-produced commercial crafting supplies must not be tagged with "handmade."

- A commercial crafting supply that is 20+ years old may be listed in the top-level Vintage or Supplies categories.
- Handmade crafting supplies may be listed in the top-level Supplies Category or other top-level categories (for example: a glass bead handmade by the seller could be listed in the top-level Supplies or Glass categories).
- Handmade crafting supplies should be tagged with "handmade."

Listings that do not comply with Kraftwurx policies may be flagged for review (see Flagging). Kraftwurx may review listings and remove tags without notice. In addition to the Listing and tagging rules that apply to all listings on Kraftwurx, please review the specific policies that apply to the three types of items that may be sold on Kraftwurx: Handmade by You, Commercial Crafting Supplies and Vintage Items. Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Flagging

Flagging is akin to Kraftwurx neighborhood watch. It's your way to alert Kraftwurx of potential problems. Use the "Report this item to "Kraftwurx" link on any item listing page. This is a confidential process. The member whose listing is reported will not know who flagged it. Additionally, Kraftwurx investigation will be handled privately; you will not receive a personal response to your flagging message.

- Flagging should be used to report any item listing, or shop request that violates any of Kraftwurx policies.
- Do not flag a single violation multiple times.
- Do not flag for intellectual property matters. Instead, please follow Kraftwurx [Copyright and Intellectual Property Policy](#)
- .
- Since flagging is a private matter, members should not discuss flags in any of Kraftwurx Community Spaces.

In most cases, Kraftwurx will work with a member privately to remedy the problem. If a seller does not respond to Kraftwurx communication or requests in a timely manner, the item may be removed, and the shop's selling privileges may be suspended and/or terminated. In some extreme cases, listings will be removed immediately. Abuse of the flagging system by means of raising repeated, unjustified flags may result in the suspension and/or termination of your account. If Kraftwurx removes an item listing for violating Kraftwurx policy, the seller is still obligated to pay the listing fee for that item. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## Community

The [Community](#) is the heart of Kraftwurx; all registered members are part of our community. Kraftwurx has established multiple ways for members to interact with one another on the site, such as the Forums, Chat Rooms, Virtual Labs and Teams. Please remember that these are public spaces, so Use Common Sense when sharing personal information. Kraftwurx role is to facilitate open discussion and support our community through constructive communication. Above all, treat one another with respect, and remember that there is a real person behind

each username.

## Forums, Chat Rooms and Virtual Labs

The [Forums](#) , Chat Rooms and Virtual Labs are the primary venues for community interaction on Kraftwurx.

- Treat one another with respect. There is a real person behind each username.
- Knowingly harassing, insulting or abusing other members is unacceptable.
- Discussing a specific member, shop or item (either by name or with identifiable hints) in a negative way is not allowed. This is referred to as "Calling Out."
- Do not use the community spaces to facilitate or arrange any sort of auction or transaction.
  - Specific transactions and/or feedback should not be discussed in public community spaces. Instead, [Contact Support](#) privately if you need help with a transaction.
  - You may not use an undisclosed alternate account (also called a "sock puppet") in the community spaces.
  - Do not publicly post any kind of private information (for example: email, Conversations, letters, phone numbers, addresses, full names or business transactions).
  - Solicitation for direct donations or other fund-raising is not allowed in the community spaces. (Kraftwurx shop promotions that entail donating proceeds to charities must comply with Kraftwurx Charitable Listings and Shops policies.)
  - Kraftwurx does not allow spam in the community space; for this reason, unsolicited promotion or advertisement from representatives or affiliates of outside services, websites or other products is not allowed.
  - To participate in the community spaces, a member must be over 18 years of age, unless otherwise specified by Kraftwurx (see Membership).

In addition to the policies for all community spaces on Kraftwurx, these additional policies apply to the Forums:

- Keep your posts on-topic and in the Appropriate Section of the Forums. Forum threads in the wrong section will be moved without notice to the appropriate place.
- Take care in what information you post in the Forums; in general, the Forums serve as a permanent record. In certain circumstances, at Kraftwurx sole discretion, Kraftwurx may remove content from the Forums.

Kraftwurx reserves the right to close any Forum thread for any reason. Violating community policies may result in suspension of community or other privileges and/or account termination.

## Alchemy Teams

Kraftwurx Alchemy Teams enable consumers and professionals to collaborate with other 3D developers, artists, engineers, etc, to provide 3D models. Alchemy Teams are intended to bring together any combination of professionals, or a consumer and a team of professionals to reach the goal of the Alchemy Team. Any Kraftwurx member may post an ad in the alchemy section to call for a team. The Kraftwurx user who posted the ad in Alchemy will distinguish how the professional(s) will be paid, whether upfront or residual, and will need to provide information on the Alchemy Project through text, pictures, video, or other multimedia.



Teams that do not comply with Kraftwurx policies may be removed, and Kraftwurx reserves the right to remove a team for any reason. Members who do not comply with Kraftwurx policies may be subject to review, which can result in removal of the member from the team, suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

### Original Kraftwurx Teams in the New Kraftwurx Teams System

The original Kraftwurx Teams who grew up through Kraftwurx grassroots are the reason the new Kraftwurx Teams tool was built. Seller-focused teams may continue some old school practices even after transitioning to the new platform. While Team shops are allowed, you organize and run them at your own risk. As the new Teams tools improve and expand, Team shared accounts may become obsolete. As tools are added, Kraftwurx will re-evaluate the use of shared accounts by Teams.

Members who do not comply with Kraftwurx policies may be subject to review, which can result in suspension of account privileges and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

Kraftwurx blog, The Storque, publishes fresh content daily sharing stories, videos, seller tips and shopping finds from the Kraftwurx marketplace. Kraftwurx staff, special guests and members of the Kraftwurx community contribute posts on a variety of topics. We'd love to hear your story; you're welcome to pitch an article to us.

- Knowingly harassing, insulting or abusing other members is unacceptable in Storque comments. Constructive criticism is fine, but being mean is not.
- Kraftwurx does not allow spam in Storque comments; for this reason, unsolicited promotion or advertisement from representatives or affiliates of outside services, websites or other products is not allowed.

The Storque is published, in part, under a Creative Commons license that allows you to re-post articles. Give credit where credit is due, and always cite the author(s) of the article.

- Link back to the original Storque article; each page has a unique URL (web address).
- While Kraftwurx has permission to use content that our members post on Kraftwurx.com, our members may retain certain intellectual property rights for their work. Please respect the artist's rights if contacted about use of material.

Kraftwurx reserves the right to remove any comments. Posting inappropriate comments may result in suspension of privileges and/or account termination.