

We expect all members of Kraftwurx (including our 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.
- 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. This includes "Parked accounts" similar to "Parked Domain Names". Please [Contact Support](#) to have your account closed if you are no longer using it.
- 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 be-nice. As a venue, Kraftwurx cannot mediate disputes between members or other parties however; we can disable accounts.

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 (Includes Alchemy)

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

**Alchemy** : Designers & Engineers combine their skills to make and list handmade products in an Kraftwurx shop. For example:

- One artist Designs the products in 3D modeling software. The second person does the actual 2D art. The third person engineers it to make sure it works. The finished product is listed as an Alchemy product in a 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 each contribute products to their shop.
- Friends or family members share a collective Kraftwurx shop to sell their work 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 all legal policies regarding charities.
- 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 [Terms of Use](#)) apply to collective Kraftwurx shops. All products must be original works!

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.

## Conversations

### More Help:

In-Mail is one of Kraftwurx private two-way communication systems to communicate with other Kraftwurx members. Think of it like email just for Kraftwurx. Conversations are primarily intended for learning and helping others design for Additive 3D Fabrication. Members may also use Conversations to build friendly relationships with each another, seek advice or discuss [Kraftwurx Groups](#) and activities. Please use common sense when giving out personal information to others via Conversations.

Kraftwurx also provides a live Chat system that is the most powerful system available on any website...even better than Facebook (yes it is true). Our Chat system converts your conversations with anyone around the world into your native language in real time! It also lets you share desktops, Skype, send and receive files, share a whiteboard and even play games! When using Chat or In-Mail:

- You must not use in-mail to send unsolicited advertising or promotions, requests for donations or "spam."
- You must not use in-mail to knowingly harass or abuse another member.
- If someone explicitly tells you not to contact them, you must not use in-mail to contact them again, unless involved in an open transaction.
- You must not use in-mail 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 in-mail. You must [Contact Support](#) to have your ability to send Conversations reinstated. Misuse of Conversations 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

### More Help:

Kraftwurx is a **Venue and** pseudo- retailer; Kraftwurx role is to connect you to consumers and to 3D printing. This means when you place an order through Kraftwurx, you are entering into a direct transaction with an individual seller (Kraftwurx is the facilitator of the transaction).

A transaction is created when a buyer completes the Kraftwurx checkout process. The buyer

will receive email notification from Kraftwurx with information about the transaction and an invoice record. When the item is shipped, the buyer will receive an additional notification telling them their item has shipped. A Seller will receive notification in their monthly report for the quantity of each unit sold by them through the website.

Kraftwurx handles all issues. Broken parts, shipping issues, returns, manufacturing delays etc. We're working hard to ensure that our customers and sellers have a seamless experience on our site.

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 you to let us resolve the situation through Kraftwurx In-mail, Live Chat or email. The policies below describe various types of transaction



disputes and the roles of the seller, the buyer and Kraftwurx in each scenario. 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 Kraftwurx to resolve the matter. In the event the buyer receives a product that is significantly different from the original listing, the buyer may contact Kraftwurx to report the item not as described.

### **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 in-mail , in Kraftwurx community or live chat ) with a member 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](#) .

## Feedback

### More Help:

Feedback is a way to establish a reputation of trust for sellers and the Kraftwurx marketplace. For every transaction, the buyer has the opportunity to submit feedback about their experience.

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:

## Shops and listings

### More Help:

Kraftwurx provides a marketplace for designers, artists and entrepreneurs to turn their ideas into reality and have them made in 3D. Most shops belong to individuals, but a small number include Kraftwurx employees.

We encourage all sellers to provide information about yourself and/or your hobbies, interest and tools of the trade in your [Public Profile](#) . Shoppers will likely be interested in this information, as they are often here specifically to buy unique or truly original items directly from you.

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

- All policies must be adhered to in your profile.
- Kraftwurx reserves the right to request that a seller provide additional information or require a seller to modify your profile 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 profile is not permitted. This includes your username, public profile , item titles, tags, avatar, etc.
- You may not engage in any activity to avoid Kraftwurx fees ("Fee Avoidance"). This includes but is not limited to: completing a transaction off-site once it has been initiated on the site.

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](#) .

## Posting Products for Sale

All listings on Kraftwurx should be clear, accurate and detailed. Accurate titles, tags, photos and descriptions are critical to selling on Kraftwurx. Keep these policies in mind as you list and describe your items:

- Listing descriptions, renderings and photos must accurately describe the item for sale so buyers know what is included in the purchase.
- You may not create a listing for an item you have not already modeled!
- 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 or descriptions.
- 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.

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](#).

## Categories

All items for sale on Kraftwurx must reside in the appropriate store categories. If an item is not properly listed, Kraftwurx retains the right to move your product to the appropriate category.

## Alchemy

Custom orders are processed through Alchemy. Request are posted and sellers with modeling skills can respond and offer to create the products or the requesting party. These transactions occur through Alchemy in the following manner:

- A Request is made for something not available.
- The seller decides if it is a private design or public.
- You agree on fees, either a fixed dollar amount or a percentage of all future transactions

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](#).

## Services

In general, services are not allowed to be listed on Kraftwurx with the exception of design services in Alchemy. 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.
- 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. 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

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. Members participate in charitable fundraising at their own risk. Luckily, Kraftwurx controls the money for donations so we ensure that any donations slated for an organization mentioned in a product listing will indeed find that charity. No donation money is ever passed back to the seller. We essentially donate on their behalf and inform the charity who donated the money.

- Sellers must strictly represent that any charitable fundraising complies with all applicable laws.
- The seller must include clear information about the donation entity in the product listing..
- 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 and policies. Members must not send unsolicited donation requests.

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 and listed in the proper category.
- Mature content and/or profane language or images are not allowed in your username, Public Profile, item titles, tags, avatar, banner etc.
- 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. 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:

- Drugs, drug-like substances, drug paraphernalia
- Pornography
- Firearms and/or weapons (except scale replicas)
- 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](#).

## Reporting

### More Help:

Reporting 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.

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

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, including Forums, Teams, Treasury, the blog, and multimedia Online Labs events. 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. We have some general rules for community conduct, and some spaces have additional rules.

- Treat one another with respect. There is a real person behind each name.
- If your account involves a person under the age of 18, you may not utilize the community features on Kraftwurx 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.)
  - Knowingly harassing, insulting or abusing other members is unacceptable.
  - The community spaces are not the appropriate channel to express disputes with others.
  - Discussing a specific member, shop or item (either by name or with identifiable hints) in a negative way is not allowed.
  - Specific transactions and/or feedback should not be discussed in public community spaces. Instead, [Contact Support](#) privately if you need help with a transaction. another person's private information without their explicit consent (for example: email, Conversations, letters, phone numbers, addresses, full names or business transactions).
  - Do not use the community spaces to facilitate or arrange any sort of auction or transaction outside of Kraftwurx Checkout.
  - You may not use an undisclosed alternate account (also called a "sock puppet") in the community spaces.

Violating community policies may result in suspension of community or other privileges and/or account termination.

## Forums

### More Help:

The Kraftwurx Forums are a place to have fun and interact with a broad range of Kraftwurx community members worldwide. On the Forums you can read staff announcements, share questions and answers on how to use the site, discuss how to run an online business and more with Kraftwurx members from all walks of life. Let's start a discussion!

- When using the Forums, follow the general rules for Kraftwurx community conduct.
- Solicitation for direct donations or other fund-raising is not allowed in the Forums.
- Kraftwurx does not allow spam in the Forums; for this reason, unsolicited promotion or advertisement from representatives or affiliates of outside services, websites or other products is not allowed.
- Keep your posts on-topic. Do not derail a constructive discussion thread.
- Start threads in the appropriate section of the Forums.

- Consider carefully 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. Threads may be moved to a more appropriate section without notice. Violating community policies may result in suspension of community or other privileges and/or account termination.

## Groups

### More Help:

Groups enable members to gather together and are founded on relationships of mutual respect. Teams may form around a common interest, location, skill, or just for fun. Teams are intended to facilitate relationships between members to network, promote Kraftwurx shops, meet people with similar interests or skills and accomplish the goals of each individual team's charter. Any member of the Kraftwurx community (over the age of 18) may start a team, and each team may have their own charter regarding purpose and team membership. Each team has a captain and leader(s) to uphold the team's charter and maintain team membership.

- A team must have one captain and may additionally have leaders.
- A team may have a charter detailing membership requirements and expectations for the team. Team leadership is responsible for enforcing the team's charter. A team's charter must abide by all of Kraftwurx policies, including our [Terms of Use](#) and [Copyright and Intellectual Property Policy](#).
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- Groups are responsible for their own actions, events, contests or promotions, both online and offline. Please use common sense when giving out personal information and meeting people online or offline.
- Kraftwurx is not involved in groups™ finances and/or membership dues.
- A group may not be used to demonstrate or discuss disputes with others or with Kraftwurx.
- Knowingly harassing, insulting or abusing other members or Kraftwurx staff is unacceptable behavior within Kraftwurx groups.
- A group may not use mature, profane or racist language or images in the team's name, banner or logo.
- A group must not promote or glorify hatred, racial or religious intolerance, violence or instruct others to engage in illegal activity.
- A group may not be used for the sole purpose of redirecting traffic to another web location. Kraftwurx reserves the right to refuse links on any profile page or group page for any reason. Unsolicited promotion or advertisement from representatives or affiliates of outside services, websites or other products is not allowed. If your company, organization, or institution wants to start a team, you must get permission through Kraftwurx partnerships and sponsorships program by contacting [jobs@Kraftwurx.com](mailto:jobs@Kraftwurx.com).
- Do not use the term "Kraftwurx," other Kraftwurx Trademarks or similar marks in a manner likely to cause confusion.
- Kraftwurx staff will not monitor third-party forums (for example: Yahoo or Google groups) or other independent teams sites (for example: a team's blog or website).
- Kraftwurx will not mediate disputes between teams and outside parties, nor disputes between teams or team members.
- groups may gather shops whose promotions entail donating proceeds to charities, but these activities must comply with Kraftwurx policies.

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](#).

### Group Members

Membership requirements for groups are determined by the groups founder. Members can join as many teams as they desire, given the ability to meet the requirements of each team.

- group members are responsible for their own actions within the group.
- Kraftwurx will not mediate disputes between group members, and/or founders.
- Specific transactions and/or feedback should not be discussed in public spaces. Instead, talk privately with the members involved. Or Contact Support privately if you need further help with a transaction.
- Do not publicly post any kind of personally identifiable information (for example: email, Conversations, letters, phone numbers, addresses, full names or business transactions).
- You must be at least 18 years of age to participate in Kraftwurx groups and other Kraftwurx community features.

A groups creator may deny group membership to anyone for any reason. Group founders and Kraftwurx reserve the right to remove a member from a group. Members who do not comply with Kraftwurx policies may be subject to review, which can result in removal of the member

from the group , 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](#).

### Group Founders

You can become a group founder by creating a group in the community. As a founder, it is your responsibility to uphold your team's charter and to maintain order by fostering productive and respectful relationships between members.

- Each group can only have one founder.
- Group founders are responsible for monitoring their groups activities.
- Founders are responsible for facilitating their own team's discussions and may remove content as appropriate.
- A founder can transfer leadership responsibilities to another team member. If there is no one else who can take over the role, the captain may delete the team.
- Only a founder is allowed to delete a group. The group may only be deleted if it has no members.
- Group founders are responsible for approving or declining membership applications, if the group is moderated, or appointing leaders to do so.

If a founder becomes inactive, doesn't respond to members for an extended amount of time, or otherwise abandons the responsibilities of being a group leader, Kraftwurx may promote a

group leader or group member to be the new controller of the group. If a group leader can't resolve disputes, Kraftwurx may remove the group or specific members, or even remove the group entirely. Group leaders who do not comply with Kraftwurx policies may be subject to review, which can result in account suspension and/or termination. Suspended or terminated members remain obligated to pay Kraftwurx for all unpaid fees per our [Terms of Use](#).

## The Kraftwurx Blog

### More Help:

On [The Kraftwurx Blog](#) we publish new articles 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 send us an article for inclusion.

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