

FAQ's

- 1) Do I need insurance?** Yes. As a minimum you should carry Public Liability and we will ask for proof of this. We also recommend product insurance to guard against potential claims made should an item you make cause injury such as an allergic reaction, after it has been purchased. Insurance starts at just £20 a year and you can find various links to places to try in our information pack.
- 2) Do you cover items for loss and damage?** No. We take every precaution to avoid loss or damage to your items but we accept no liability in this unlikely event.
- 3) Do you charge commission?** No and yes. No, not on standard space agreements but yes for artwork, books, furniture and website sales. Website sales have a 15% commission and it is broken down as 5% towards fees and processing, 5% website maintenance and 5% for causes and growth. You will see on our price list our very transparent prices.
- 4) What about transaction fees?** These are absorbed and included in your monthly retail agreement if you have one or are included in your commission deduction, whichever applies. You will not be charged these on top.
- 5) How often will I get paid?** We aim to send a sales report to you on the 28th of the month and your payment should be with you on or around the 2nd of the following month.
- 6) Am I tied in?** No, you are not. You can give us 2 weeks' notice should you wish to leave us. We do though recommend you allow 3 months to assess sales as it can be hard to judge sooner than this.
- 7) How much does it cost?** We have spaces available from just £2.50 a week if you become a member (membership fee applies) or from £3.50 for non-members. We also have commission only options available. Please read our price list for more information.
- 8) How do I apply?** You can apply using the included application form or online via our website. Please ensure you read our full terms and conditions prior to applying.
- 9) Do you offer exclusivity?** Yes and no. We never allow exactly the same products however we may have more than one candle seller for example as long as their candles have suitable differences. We assess applications carefully for conflict.
- 10) Can I use my own labels?** Yes, however you must clearly display your seller number and may also be required to apply a barcode label for use at our till.
- 11) Are there any items you do not accept?** Yes. We have a number of exclusions including anything that breaches our ethical standards. You can find more information in our terms and conditions.