



Quick Start

MakerPlace Seller Policy Guide

Welcome to MakerPlace!

We're so glad you made it to the online marketplace that's made for handmade.

This condensed guide outlines expectations for you and all MakerPlace sellers as detailed in depth in our [MakerPlace Seller Agreement](#).

To learn more, please visit [here](#).

Order Management



Order Acceptance

Orders must be **acknowledged within 24 hours** of receipt when an order notification is sent to your store account.



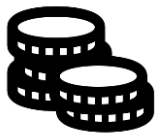
Order Lead-Time and Shipping Fees

Orders must ship within your chosen lead time and selected shipping method options. We encourage you to review your product listings and pricing to [ensure freight costs are communicated accurately](#) or included in the cost while remaining competitive.



Shipping Notifications

Within 4 hours of shipping, an item must be marked as 'Shipped' with the accurate carrier and shipment tracking information noted in the seller portal. You are expected to accurately report tracking information at a rate of 99% for all shipped orders.



Invoicing and Payments

Orders become eligible for payout 14 days after they are marked as shipped. Every Monday, orders that became eligible for payout in the prior 7 days (Monday – Sunday) are processed and paid out to sellers by Wednesday. It often takes an additional 1 to 3 days after that for funds to be deposited in your bank account.

Cancellations, Returns, and Refunds



MakerPlace Sellers are responsible for the primary processing of cancellations, returns, and refunds for orders of products, classes and how-to's on MakerPlace by Michaels, using the provided seller tools.

Cancellations

- If you cancel any live classes, you will notify the customer at least two hours prior to the class scheduled start time and fully refund the customer(s). A full refund should be granted to a customer if you, the teacher, cancel for any reason.
- If a student cancels a class, refunds will be based upon the policy you selected when establishing your store:
 - No refund upon student cancellation
 - Full refund upon student cancellation up to 24 hours before start of class
 - Full refund upon student cancellation up to 72 hours before start of class.

Returns

- Returns are based upon your policy which you can select from the following list of options when establishing your store:
 - A recommended 60-day return window
 - A 30-day return policy
 - A 'no-return' policy – all sales are final

- Direct to Seller Returns. Your return policy on MakerPlace will encourage any physical returns to be shipped back directly to you. You will work directly with the customer, via the MakerPlace portal, to determine the return shipping method and who will be responsible for obtaining the shipping label. You can provide the shopper with a return shipping label if you [purchase a shipping label through MakerPlace.](#)
- Michaels In-Store Returns. If a customer seeks to return products sold via the MakerPlace site in Michaels stores, and if you have not responded to the customer within the 72 hour (about 6 days) period required as your service level for customers, and the customer is making such a request within your return policy timeframe for the product, we may (at our sole discretion) assist the customer with such returns by helping them to create a return shipping label to you. In such event, you hereby agree that:
 - (A) the shipping charges associated with such in-store return shipping attempt will be directly charged to you and
 - (B) no more than 5% of your annual MakerPlace transactions can be processed as returns to you with in-store assistance on return shipping labels. If more than 5% of your annual MakerPlace transactions are processed as returns with in-store assistance, you may be assessed a chargeback fee in such amount as we determine in our sole discretion.
- **A notification will be sent** to you regarding the return request. MakerPlace sellers must accept 95% of customer return requests if allowed by seller's MakerPlace store policy for that item.
- Return Requests will automatically be processed if there has been no action taken by the seller within 7 days. If you don't process the return by approving or denying it, the system will issue a refund with the return of the item not expected, even if the item is one that needed to be returned.
- If you choose to refund with the expectation that the item is being returned, you are required to input the tracking number from the shipping label for the return, though it is not required. This is how we track when to make the refund. Once the tracking information indicates the return has been delivered back to you, the refund will be processed and be issued to the customer within 3 to 5 business days. If you don't

provide a tracking number at the time you allow a return, you need to press “process refund” when you receive the item and are ready to refund.

- If you choose the return option of a refund only (the item does not need to be returned) a refund will automatically be processed and be issued to your customer within 3 to 5 business days.
- Please advise your customer to **get the product in the mail within seven days** to help ensure a quick resolution for their order.

Refunds

- When a customer contacts you first to request a return/refund, you have 72 hours (about 3 days) to respond per your store policy. If you fail to respond to the customer within 72 hours (about 6 days), we may (at our sole discretion) allow the customer to return the item to you in accordance with your return policy.

Customer Service Escalation Requests

- MakerPlace will process a Customer Service (CS) Escalation Request only if your customer has had at least one prior contact with you regarding the customer’s issues with the product prior to escalating to us. Further, this contact should have occurred within your refund/return window. We will review whether your customer has had at least one prior contact with you during your refund/return window to determine if we will process the CS Escalation Request. If these conditions are not met, we will direct the customer to contact you for resolution and any open CS Escalation Request will be closed without any further action from us.
- The customer service escalation process is set forth in more details as follows:
 - Once a CS Escalation Request is submitted to us, all relevant details will be sent to you via email.
 - You will have seven (7) days to respond to the CS Escalation Request.

- If you respond to the CS Escalation Request within the allotted seven (7) day period, a select group of customer service agents will evaluate the action taken for completeness and close the CS Escalation Request. We prefer that MakerPlace sellers assist their customers directly. We will close the CS Escalation Request once you have resolved the issue and no further action will be taken by us.
- If you fail to respond to the CS Escalation Request within the allotted seven (7) day period, we will resolve the issue as appropriate using internal guidelines. In such cases, we reserve the right to deduct from your payables any amount that we determine needs to be paid back to the Customer, up to 100% of the value of the order including tax, shipping, and any other value-added-services that were included in the order.

Seller Compliance KPIs



Auto-Rejected Orders

If you plan to close your store for any reason, please ensure that you [enable the 'Time Away' feature](#) within your seller dashboard to avoid a bad customer experience.



Seller Rating

Sellers must retain a rating of 85% positive or better. 90-day seller ratings must meet or exceed this percentage.



Late Shipment Rate

Customers shopping online have come to expect timely service. All **orders are required to ship within the lead time set for that item by the Seller** from the time of order placement.



Refund Rate

We understand you may experience stock issues in your store from time to time. Please ensure you're updating your inventory levels as often as possible to reduce refunds to customers due to items out of stock.



Chargeback Policy

On-time shipments, accurate orders, and a great customer experience are our primary focus. As of today, MakerPlace by Michaels does not have a compliance chargeback fee policy. We will continue to monitor seller performance and adjust, as necessary.



Ready to get started?

[Become a seller](#)

[Set up your store](#)

[Create some listings](#)

And don't forget, we're here to help.

[Get more seller support](#) or

Reach out to the team with any questions:

makerplacesellers@michaels.com