

Terms & Conditions – Exhibit 1

Vendor & product qualification

Market Vermont markets and makes available for sale high quality Vermont made goods. Ideally source materials are from Vermont but we recognize and accept this is not always feasible. While we look to the State of Vermont and various organizations, Market Vermont is the sole judge of what we consider Vermont-made. Market Vermont retains the right to accept or reject Vendors and products.

Vendor place of business must reside in the state of Vermont and employ people that live in Vermont. Work must be made in Vermont; artist/manufacturers must be legal Vermont residents (residing in the state more than six months of the year), and employ people within the state of Vermont.

Product Availability & Shipping

- All Vendor products posted on Marketvermont.com must be able to ship within 48 hours of **order placement**.
- All products must be able to ship via UPS Ground or USPS Priority Mail. We are not accepting oversize or overweight products at this time.
- Vendors are responsible for packaging products for shipment.
- If Vendor uses UPS, Vendor is responsible for getting their package to UPS either by dropping off at an authorized UPS facility or by including it on their *regular* UPS pick up.
- USPS shipments are dropped off at USPS or a USPS authorized facility.
- Vendors must have a valid email address, the ability to accept email, and print out shipping labels
- If products become unavailable for any reason, Vendor is to notify Market Vermont immediately so we can make the product inactive or remove it from our online catalog.

Returns

- Market Vermont offers a full return policy to customers. If a customer is unhappy with a purchase for any reason, they may return it to the Vendor for a full refund. Customer must request return within 3 days of receipt and is responsible for return shipping charges.
- Market Vermont will be the **primary contact** for the customer for return requests. We will coordinate returns with the customer and Vendors.

Permissions

- Vendors grant permission to Market Vermont to use electronic and print images or copies of their digital works for use in promotional and marketing materials

Damaged Goods

If customer receives damaged goods they must notify Market Vermont within 3 business days. Market Vermont will contact shipper and file a claim.

- If claim is accepted, shipper will refund money to Market Vermont and vendor will be reimbursed.
- If claim is rejected because of inadequate packing, customer will be refunded and Vendor will not be



- reimbursed.
- If claim is rejected because of fraudulent claim, customer will not be refunded and Vendor will be compensated per original agreement