

# Our Pledge, Your Pledge

Makerhoods Market is more than just an online marketplace, it is a platform to get the support you need to grow your business and reach your goals.

It is a space for elevating emerging local brands by creating a curated shopping experience for buyers and providing business support and community for makers.

To ensure that you, and all customers, have a positive experience, Our Pledge, Your Pledge has been designed to:

- Support Makers grow their businesses sustainably.
- Establish excellent customer service.
- Preserve Makerhoods Market as a trusted marketplace.

Please read on to find out more about what you can expect from Makerhoods along with what is expected of you, as a Maker. This agreement is a part of our [Terms and Conditions](#).

## Our Pledge

Our goal at Makerhoods is to help you grow a profitable business that makes you more money and creates wealth. To reach that goal, we promise to provide:

### Confidential Coaching

Makerhoods will not disclose any information obtained through coaching, or other Makerhoods programs offered, without the express permission of the Maker.

### Business Support & Resources

We work hard to provide programs and resources that foster community and help you grow your business. The success of the collective hinges on the best interest of each Maker.

### Opportunities

The Makerhoods team works hard to bring you additional sales and marketing opportunities including wholesale orders, corporate gifting opportunities, and marketing opportunities.

### Payment

Timely payment for market orders and invoices as described in the [Terms and Conditions](#).



**MAKERHOODS**  
Building Neighborhoods of Makers

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## Your Pledge

We are committed to helping you grow your business, and as such, we expect a level of commitment from you. As a Maker, you agree to:

### **Be an Active Member**

As with anything in life the more you put in the more you get out. We expect Makers to be active with the Makerhoods community through participating in the online community, training, coach, services, and/or other programming.

### **Timely Communication**

It is important to respond promptly and professionally to customer service issues to preserve your brand and the Makerhoods' brand which impacts all your peer Makers. We expect all Makers to have an email address and check it regularly. Failure to check your email regularly can result in missed opportunities and consistent failure to answer/read email can lead to the potential removal of the marketplace. Please [Terms and Conditions](#) for more details.

### **Quality, Hand-crafted Products**

The reputation of the market must be maintained with high quality, handcrafted, or produced unique products. Please see the [Terms and Conditions](#) for a full overview of the quality and types of products we expect.

### **Ship on Time**

All orders must be prepared and shipped within 7 days unless disclosed in the product description. If there are delays, you must inform the customer and Makerhoods within the first 5 days of the order placement.

### **Data Sharing**

Makers share business financials and business analytics with Makerhoods. This is so we can provide you the best advice and guidance for growing your business. Your business information will be kept confidential. This is a judgment-free zone. Our goal is to help you make a living doing what you love.

### **Media Release**

You give Makerhoods permission to use your business's images given directly to Makerhoods or found on your business social media, and business information provided to Makerhoods through public interviews and profiles, for use in Makerhoods promotional activities including paid advertisements.

### **Terms and Conditions**

As a Maker, you agree to the [Terms and Conditions](#) available here.

