



**'Made in Britain' Supplier to
the 'Cherrydidi Online Shop'
(COS)**

We are seeking to support up-and-coming and established artists, creators, producers & manufacturers of **British made** gifts, products and art. We aim to sell your work and provide a platform to further market your business.

We launched the new Cherrydidi website in lockdown and increased sales by 300% in its first year. On the back of our Cherrydidi bricks and mortar shops, which we successfully ran for over 11 years in the Lake District, we have built a national, loyal customer base who are committed to buying British!

COS Terms & Conditions and Processing an Order

Service Fee...

COS charges 15% of the RRP, this includes agreed discounted RRP's.
COS charges 25% for Commissions.

Getting Paid...

Email your bank details to info@cherrydidi.com, include Account name, number & sort code.

You will receive a 'Monthly Sales Report' on the 1st of each month detailing total sales for the month, refer to the 'Cost' column which details the amount you will be paid (there's no need to send an invoice).

Any queries email within 48 hours of receiving report.

You will be paid within 3-5 working days of receiving the report.

Listing Products...

COS will list & maintain your products (there are no limitations to number of products listed). We will share a drop box folder with you via email to upload images (low res, square ratio) along with product descriptions, RRP (try to keep prices the same across different selling platforms), dimensions and other specific info or alternatively email a web link of a product listing to info@cherrydidi.com. COS will aim to list your products within 7 working days.

The artist retains copyright and reproduction rights of all work and Cherrydidi will not permit reproduction/copying/photography without the Artist's prior written permission.

Receiving an Order...

As orders are placed on the COS website you will receive an email with a scheduled report **'Daily COS Order'** (COS uses 'Report Pundit' for reporting). *Please check your Spam folder.*

Make sure to read each column of the report so nothing is missed.

Processing an Order...

***Any communication regarding a COS Order please 'REPLY ALL' to the Order email and include CDD Order number or customer name.**

POSTING - You are responsible for packaging, **covering postage costs** (UK only) & delivering to the customer within 5-7 working days from order date.

SPECIFIC REQUESTS - Make sure to read the 'note' column for any specific delivery instructions or special customer requests (but ignore if it isn't relevant to you)

UNABLE TO DELIVER in 5-7 DAYS - If you are unable to deliver within 5-7 working days 'REPLY ALL' to the Order email with an ETA and COS will inform the customer.

PACKING - Package your order using ethical/recycled packaging where possible. Please include a Cherrydidi card as well as your own marketing material, this is important for repeat business.

TRACKING INFO - Once in the post, **'REPLY ALL' to the Order email with the order tracking information** and COS will inform the customer when fulfilling the order.

INTERNATIONAL TRACKED & SIGNED ORDERS - International orders will normally be received to the customer within 7-14 working days, depending on the destination.

We will immediately reimburse you for international orders (up to £14.90 for Europe & £24.70 for Worldwide), 'REPLY ALL' to the Order email with proof of postage (we will contact you directly if your item is part of a multiple international order as it may be more cost effective to send from COS HQ).

The customer email address and contact number will be included in the 'note' column, please use this for international tracking.

Please note the customer has been informed that they could be charged for taxes for the shipment on arrival into their country. COS will email a reminder to the customer, if they are unhappy to accept this, COS will offer a reimbursement and the goods will not need to be sent (COS will inform you of this via email within 48 hours of receiving the order).

Marketing...

We will feature you on the COS website and promote you across Instagram, Facebook & Twitter (we have 10,000+ followers).

In addition to social media posts, there is a dedicated space to feature you and your business on COS. Please upload a 1-200 word paragraph and include a photo of you in your studio.

Feel free to upload a video clip of you 'making' as this adds to the providence of your product being handmade.

On Holiday...

You can put your shop on holiday for when you're away or need time out. If you have notified COS of putting your shop on holiday and the customer has still placed an order, we will inform the customer of an ETA (or alternatively offer the customer a reimbursement).

Returns & Refunds Policy...

Please read and honour Cherrydidi's Returns & Refunds policy

<https://cherrydidi.com/pages/delivery-returns-refunds>

As a Supplier to COS you are responsible for organising returns and all costs associated.

Joining & Leaving COS...

We ask that you commit to COS for an initial 6 month period, after which the Supplier/COS must give 30 days notice to leave the COS.

If you have any queries, please email info@cherrydidi.com.

Thank you for continuing to work with Cherrydidi through COS, the 'Cherrydidi Online Shop' <https://cherrydidi.com/>

