

VENDOR TERMS AND CONDITIONS

VENDOR CONTACT INFORMATION

Account information must be kept up to date to ensure that you receive your orders and payments. To update your account information, please make changes on the Store Settings page. Our checks are made out to the business name listed. Outdated or invalid contact information, including business name as well as e-mail and physical addresses, can result in a vendor's account being put on hold and a \$20.00 fee for reissued checks.

E-mail accounts: Please note that some e-mail account services, such as Hotmail or Yahoo, have small mailboxes and use filters and spam-blocking on all incoming messages. This can lead to some (or all) Wild Iris Market messages not reaching your In Box. We suggest you use another type of e-mail carrier for your Wild Iris Market vendor account. Due to the unreliability of e-mail in general, the vendor hub is the source of record for your open orders. Therefore, we require that you check the vendor hub once a day for open orders.

VENDOR COMMUNICATION WITH CUSTOMERS

Wild Iris Market enables visitors to our Web sites to send inquiries about specific items to vendors. We ask that you respond to all inquiries within two business days. Note that your communication with customers should cover questions they have about the item or order itself, and all other questions from customers (about payment, their account, searching, etc.) should be referred back to Wild Iris Market.

All payments for sales through Wild Iris Market are processed through the Wild Iris Market web site. Vendors may not invoice or ask for additional fees from a customer in a Wild Iris Market transaction for any reason. In our consumer privacy policy we assure customers that vendors will not share their e-mail address or any other information with any outside person or organization. All customer information is for internal use only.

LISTING CONTENT RULES

Product listings that include the following type of information will be placed on administrative hold by the Wild Iris Market for containing content violations:

- Personal vendor contact information such as phone number, URL, or e-mail address
- Any other information not related to the item's condition or description

All listings will identify the vendor and include a link to the vendor's page on Wild Iris Market. Any specific information about the vendor and/or vendor specific terms and conditions can be posted on the vendor's page.

INVENTORY MAINTENANCE

Vendors must have their inventory ready to ship within 2 business days with an appropriate packing slip from the location stated on their account. "Drop-shipping," or filling an order through another vendor without prior arrangement, proper paperwork, etc. is grounds for immediate termination. All vendors are responsible for keeping their listings up to date.

Wild Iris Market encourages its vendors to keep us abreast of any inventory or shipping problems that may impact a vendor's performance.

MANAGING ORDERS

Vendors must respond to each order within two business days of being posted. If possible, orders should be shipped within two business days. If unable to ship within two days, customers should be notified of the status of the order (backordered, cancelled, etc.) and if backordered an approximate time frame for when they will receive the order.

VACATION

If you plan to be away from your store and/or e-mail and will not be able to respond to orders within two business days, please contact Wild Iris Market in advance of your departure so that we may place your inventory on hold during your absence. This will help us avoid delays in getting orders to customers.

HOW TO FULFILL ORDERS

1. Print a copy of the packing slip from the vendor control panel.
2. Create a mailing label using the shipping address for the order.
3. Enclose the Packing Slip in the package, and ship the order within two business days.
4. Go to the Vendor Control Panel and select the appropriate Open Order. Update the order with status and shipping information.

Please note all vendors are required to understand the requirements of the shipping providers they are using. Payment for shipping allowances will be included in vendor's bi-monthly disbursement checks.

PACKAGING SHIPMENTS

Packaging an item correctly for shipment can be tricky—too little or too much packaging can contribute to damage of the item in shipment or during processing. Our packaging guidelines are below.

- Prepare a professional, clean package. You may use recycled packaging materials as long as you ensure they are in good condition and will properly protect the items being shipped. Wipe away any dust or debris that may have collected on the item and seal all shipments tightly.
- Create a mailing label for the shipment.
- Remember to include the Packing Slip in the package (the packing slip can be printed from the view order screen).
- The use of metered postage is recommended. Avoid excessive postage and the use of small denomination postage stamps.
- The inclusion of extraneous materials—especially marketing materials—in a shipment may offend or annoy customers. Therefore, including any extraneous materials in your shipments is forbidden. If Wild Iris Market receives a complaint relating to your shipments regarding extraneous materials we may take any action that we deem appropriate in our sole discretion, including without limitation issuing a warning, immediately terminating any pending sales, or immediately terminating your account.

- It is the vendor's responsibility to ensure that items are received in the same condition in which they were shipped. Items damaged in transit will be returned to the vendor at the vendor's expense.

RETURNS AND REFUNDS

If buyers want to return their orders, they must request return approval by logging in to their accounts on the Wild Iris Market retail site, choosing the pertinent order numbers, selecting the proper reason codes, and then printing the appropriate paperwork—within 14 days of the shipping date. Returned items must be received by the vendor within 21 days of the item's shipping date.

A vendor may offer a partial or full refund for an order without having the item returned by clicking the Cancel/Refund button on the Order Detail page. A buyer may also contact a vendor directly by e-mail to request a return or refund. In those cases, the vendor can process the refund for the returned item once it is received from the Order Details page on the Vendor Hub.

When a buyer initiates an authorized return, the vendor accesses and processes it by way of the View Return Requests page. When the vendor receives the item back, the vendor has the option to refund the order or dispute the return. If the vendor refunds the order, the vendor's account will be debited accordingly.

TERMS OF SALE ON WILD IRIS MARKET

All vendors agree to pay Wild Iris Market a sales commission (see fees and services) when a sale is made through Wild Iris Market.

Vendors also agree to pay a flat monthly or annual membership fee (see fees and services). Monthly membership fees are assessed automatically, on the 1st of each month. Annual membership fees are assessed automatically, on or after the 1-year anniversary of the date that the vendor joined Wild Iris Market. These fees are assessed in addition to the commissions Wild Iris Market charges on each sale.

All commissions are deducted, when possible, from payments Wild Iris Market makes to vendors. In addition, the business name (submitted at time of sign-up) determines the payee name, as well as what will be posted next to vendors' listings on the Web site. There is currently no way to provide a separation between the two. If checks should be made payable to a name other than the provided business name, the business name field needs to be changed on the Account Settings page. Wild Iris Market will assess a US\$20.00 fee for reissuing check payments to an amended business name. Changing the business name on the Account Settings page will update the name associated with listings on the Web site as well. All payment information is available under your Payment History.

All vendors must provide Wild Iris Market with a valid credit card in case fees and/or returns are in excess of Wild Iris Markets' payment to vendors. If a vendor's card is about to expire, Wild Iris Market will send a renewal notice. Any e-mail from Wild Iris Market requesting credit card information will direct you to the Vendor Control Panel. We will never ask you to provide credit card information via e-mail, nor will we provide links directly to a credit card submission form. You will always be asked to log in to our secure Vendor Control Panel.

Vendors who do not have sales greater than the amount they owe Wild Iris Market and who have not supplied Wild Iris Market with a valid credit card will have their inventory placed on hold and, possibly, their account removed.

PAYMENT METHODS AND FREQUENCY

Payments to vendors from Wild Iris Market are made conditionally (see Terms of Sale on Wild Iris Market) initially by check and then by direct deposit. Payments will be processed on the second and fourth Fridays of the month. While direct deposit payments are issued on Fridays, please note that the funds may not be available to you until the following Monday or Tuesday. Payments made by check will be postmarked by the following business day. Any changes to bank information must be received by Wild Iris Market at least two weeks before the next scheduled direct deposit payment. All Wild Iris Market payments are made in US dollars.

For all vendors the first payment is made by check to the name and billing address entered on the application to become a vendor. Upon sign up, vendors will be asked to provide banking information and future payments will be processed through direct deposit.