



Gaia Goods Shipping, Returns, and Fulfillment Policy

Effective Date: _____

Gaia Goods is committed to providing a transparent, seamless, and positive shopping experience for our customers. Vendors are integral partners in fulfilling this promise. This policy outlines vendor responsibilities related to shipping, fulfillment, and returns.

1. Shipping Guidelines

a. Vendor Fulfillment Responsibility

- Vendors are **solely responsible** for packing and shipping products directly to customers.
- Vendors must comply with the agreed-upon shipping timelines to ensure timely deliveries.

b. Shipping Timelines

- All orders must be processed and shipped within **3-5 business days** from the date of order confirmation, unless otherwise specified on the product listing.
- Vendors must communicate promptly with Gaia Goods if an order cannot be shipped within the agreed timeframe.

c. Packaging Standards

- Packaging must be secure, professionally presented, and clearly labeled in accordance with product safety and branding standards. Vendors are encouraged to use materials that align with Gaia Goods' values.
- Vendors are encouraged to include branding materials (e.g., business cards, thank-you notes) reflecting Gaia Goods' commitment to sustainability and quality.

d. Shipping Carriers

- Vendors may choose their preferred shipping carriers, provided they offer reliable service and trackable delivery.
- Recommended carriers: **USPS, UPS, FedEx, DHL**, or other reputable shipping companies providing tracking services.



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e. Tracking Information

- All orders must include tracking numbers.
- Vendors must update tracking information promptly (within **24 hours** after shipping).
- Tracking numbers must be provided directly in the Gaia Goods vendor portal or via approved communication methods.

2. International Shipping (if applicable)

- Vendors who ship internationally must clearly state international shipping availability, expected delivery times, and shipping costs on the product page.
- Vendors must handle all customs documentation clearly and correctly.
- Customers are responsible for international duties, taxes, and customs fees, unless clearly stated otherwise by the vendor.

3. Return & Exchange Policy

a. Return Window

- Customers have the right to return products within **30 days** of delivery, unless otherwise stated clearly on the product listing page.

b. Return Conditions

- Returned items must be unused, undamaged, and in original packaging.
- Vendors may decline returns for items not meeting these conditions.

c. Return Shipping Costs

- Return shipping cost responsibility should be clearly stated by each vendor:
 - **Vendor-Paid:** The vendor covers return shipping for damaged, incorrect, or defective items.
 - **Customer-Paid:** Clearly communicated at the point of sale for returns due to buyer remorse or incorrect ordering.
- If no clear policy is listed, Gaia Goods defaults to vendor responsibility for returns due to vendor error or product defect.

d. Exchange Procedures

- Vendors must clearly specify whether exchanges are allowed.
- Vendors must ship replacement/exchange items within **3 business days** after receiving the returned item.



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e. Refund Procedures

- Refunds must be processed by the vendor within **5 business days** upon receipt of returned merchandise.
- Vendors must inform Gaia Goods once refunds are processed to keep accurate customer records.
- Gaia Goods will process its share of transaction refunds to customers promptly upon vendor confirmation.

4. Lost, Damaged, or Incorrect Items

a. Lost Items

- Vendors are responsible for handling inquiries related to lost shipments and contacting carriers directly.
- Vendors must resolve lost item disputes promptly (within **5–7 business days**).

b. Damaged or Incorrect Items

- Vendors must replace damaged, defective, or incorrect items immediately at no cost to the customer.
- Customers must provide photographic evidence, which Gaia Goods will forward to vendors.
- Vendors must ship replacement items within **3-5 business days** of notification.

5. Customer Service & Communication

- Vendors agree to respond to customer inquiries or complaints within **24–48 hours**.
- Gaia Goods reserves the right to intervene if vendors fail to respond promptly and adequately to customer inquiries or disputes.

6. Vendor Non-Compliance

- Vendors consistently failing to comply with these policies (shipping delays, poor customer service, unprofessional handling of returns) may be suspended or terminated from Gaia Goods marketplace following prior notification.

7. Sustainability & Ethical Practices

- Gaia Goods encourages the use of eco-friendly packaging materials and sustainable shipping practices to minimize environmental impact.



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- Vendors are expected to align shipping and fulfillment practices with Gaia Goods' sustainability ethos.

Vendor Checklist Summary

Responsibility

Shipping Timelines

Tracking

Packaging

Returns Window

Return Shipping Costs

Refunds & Exchanges

Lost or Damaged Items

Customer Communications

Required Standard

Within 3-5 business days

Provide within 24 hours of shipping

Professionally presented, and Clearly labeled

Minimum of 30 days (clearly communicated)

Clearly defined upfront

Handled within 3–5 business days

Replaced promptly at vendor's cost

Within 24–48 hours

Agreement & Acknowledgment

By signing below, the vendor acknowledges they have read, understood, and agree to adhere to the Gaia Goods Shipping, Returns, and Fulfillment Policy.

Vendor Name: _____

Signature: _____

Title: _____

Date: _____



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