

Gaia Goods Shipping, Returns, and Fulfillment Policy

Gaia Goods is committed to providing a transparent, seamless, an	d positive shopping expe-
rience for our customers. Vendors are integral partners in fulfilling	g this promise. This policy

outlines vendor responsibilities related to shipping, fulfillment, and returns.

1. Shipping Guidelines

Effective Date: ___

a. Vendor Fulfillment Responsibility

- Vendors are solely responsible for packing and shipping products directly to cus-
- 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, thankyou 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.



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

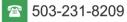
- Returned items must be unused, undamaged, and in original packaging.
- Vendors may decline returns for items not meeting these conditions.

c. Return Shipping Costs

- Return shipping cost responsibility should be clearly stated by each vendor:
 - o **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 cus-
- 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 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.











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

Vendor Checklist Summary

Responsibility	Required Standard
Shipping Timelines	Within 3-5 business days
Tracking	Provide within 24 hours of shipping
Packaging	Professionally presented, and Clearly labeled
Returns Window	Minimum of 30 days (clearly communicated)
Return Shipping Costs	Clearly defined upfront
Refunds & Exchanges	Handled within 3–5 business days
Lost or Damaged Items	Replaced promptly at vendor's cost
Customer Communications	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:	

