

Seller Code of Conduct

1. Purpose

This Code of Conduct outlines the expectations and responsibilities for all sellers who sell on shopfingerlakes.com. It is designed to promote a safe, respectful, and trustworthy environment for all participants in our community.

2. Community Values

We value:

- Authenticity – Only handmade, original goods.
- Transparency – Clear communication and honest representations.
- Respect – Toward customers, fellow sellers, and our team.
- Quality – Commitment to craftsmanship and professionalism.

3. Seller Responsibilities

a. Product Integrity

- All items listed must be handmade or personally crafted by the seller
- No reselling of mass-produced or drop-shipped goods.
- Items must comply with all applicable safety and legal regulations.

b. Honest Representation

- Product descriptions and photos must be accurate and not misleading.
- Pricing must be transparent; hidden fees are not allowed.
- Sellers must clearly disclose processing times, shipping methods, and return policies.

c. Customer Service

- Respond to customer inquiries within 48 hours.
- Handle disputes and complaints professionally.
- Fulfill orders on time; communicate proactively about any delays.

4. Prohibited Conduct

Sellers may not:

- Sell prohibited or illegal items (weapons, counterfeit goods, CBD products, etc.).
- Use offensive, discriminatory, or abusive language on the platform.
- Manipulate reviews or engage in deceptive practices (fake orders, false claims).
- Harass or threaten customers, other sellers, or marketplace staff.

5. Intellectual Property & Privacy

- Sellers must not infringe on copyrights, trademarks, or intellectual property of others.
- Customer information must be treated as confidential and used only for order fulfillment and communication.

6. Compliance and Accountability

- Sellers must comply with this Code, our seller Terms of Service, and any relevant laws.
- Violations may result in:
 - Warnings
 - Temporary suspension
 - Permanent removal from the marketplace

7. Reporting Misconduct

Anyone can report seller misconduct by contacting us at [support email/contact info]. We will review reports promptly and fairly.

8. Changes to the Code

We reserve the right to update this Code of Conduct. Sellers will be notified of significant changes.