

Mayan Families 2019: Artisan Program Policies





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Policies & Relevant Information

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Artisan Program Mission

We believe that one of the most valuable practices we can pursue is to support families in gaining stable work, thereby achieving financial independence. Through our Artisan Program, we work with Mayan artisans to create handcrafted beaded jewelry, handbags, houseware, accessories and more. The sales of our fair trade products allow us to build pathways out of poverty by providing our artisans with consistent and reliable work, a chance at economic stability, and the tools to support their families. Our profits are reinvested back into the program in order to develop more products and include more women in numerous communities as our partners.

Additionally, you will notice that our listed prices are higher than the average competitive market price for factory-made artisan products. We specifically appraise our items to ensure that our artisans are properly rewarded for their hard, handmade-work, and therefore are paid a fair and livable wage.



Wholesale Pricing & Samples

Wholesale Pricing:

All prices are listed in US dollars. First time wholesale clients of Mayan Families require a minimum order value of \$250, with up to five different products, or \$150 with up to three different products. The minimum for reorders is \$150. Prices are subject to re-evaluation on a yearly basis.

Samples

Most of our products are easily customizable to fit your brand's audience. Our Artisan Program Catalog exists to give you an idea of the products that we offer, but please know that colors, designs and sizes can be adapted to your needs.

Due to the specified care that goes into making samples, their cost of production will be higher than that of the final product. The cost of all of the samples made until your desired item is ready will appear on the final invoice.



Invoicing & Shipping

Invoicing

The buyer must pay 50% down payment when order is placed. Production starts when the payments are received. When production is ready we will send it to our courier. Once we will have the final quote, we will be issuing the final invoice with the remaining 50% of the purchasing order plus shipping costs. Once we receive the payment, we will confirm the delivery with our courier. As soon as we have the UPS tracking number, we provide it to our clients so they may track the package.

Shipping:

Please allow 5 days transit time for your in-country order to be delivered.

Please allow up to 10 days transit time for your order to be delivered to a PO Box or international order.



Returns & Exchanges

Sales are FINAL: *Due to the nature of our production process, after you have submitted your payment we cannot exchange or return an item.*

If you are completely unsatisfied with the variation of the item you receive, we will gladly work with you on exchanging for a similar item in stock. Please note that the exact item you ordered may no longer be available.

If fault or breakage occurs within 15 days of delivery, under normal wear and tear circumstances, we will gladly work with you on replacing your item. Please note that the exact item you ordered may no longer be available.

Customers pay return or exchange postage fee.

International customers are responsible for all custom/duty fees within their own countries.

Mayan Families is not responsible for lost or missing packages. We cannot replace items once a tracking number is provided.

Mayan Families is not responsible for damages that occur by customs agents.

Frequently Asked Questions

1. What is the average lead-time on an order?

When the order is confirmed by the client, MF evaluates which groups will be involved in the production of that order. Working on a first come, first served basis, MF will determine the lead time based on the current orders a group may have, the quantity of the order, and time needed for to finish the product. The Product Development and Sales Manager will provide the order details including lead time.

2. How does your production process work?

Mayan Families works with 10 different groups, each one specializing in different weaving and beading techniques. When a order is confirmed by a client, the Product Development and Sales Manager will notify Mayan Families Production Manager. Once a 50% deposit is received, MF will ask the Production Representatives from each group to come to the office. The Production Manager will review the designs with the artisan partner and provide the directions needed to complete the order.

The Production Manager and Production Representative agree on a date on when the textiles/beaded products will be returned to the office. The artisan partner then returns to her community and distributes the design specifications amongst the group. Once the textiles/beaded products are ready, Mayan Families receives and reviews each piece and pays each woman for the work she has produced.

3. What are the shipping costs?

Shipping costs depend on the weight, value, and destination of the order. Mayan Families can provide a non-binding estimate of shipping costs when the order is placed. The buyer is responsible for all shipping costs, which will be added to their orders' invoice.

4. I want to sell Mayan Families' products in my store! Do you do wholesale?

We do! Please send us an email at artisan@mayanfamilies.org.

5. I want to fundraise for Mayan Families' artisan program or for a private initiative! Do you provide this option?

We do! We have worked with both individuals and groups to specialize our products to help create successful fundraisers in their hometown communities. Interested in pursuing this opportunity? Email artisan@mayanfamilies.org for more exciting details.

6. I am a designer looking for new textiles to create my products while making a social impact on the community! Can we collaborate?

Yes! We have collaborated in the past with groups like the [Global Trunk](#) and [Meridian NY](#) to combine the unique textiles of the Lake Atitlan region with contemporary designs. Interested in getting in touch with us during your product development phase? Contact our Artisan Program Manager at artisan@mayanfamilies.org to explore available options!

7. How do I make a payment?

Pay Online:

- Go to <https://www.mayanfamilies.org/>
- Click on the DONATE button
- Fill out your billing information and your payment information
- Be sure to write your Full Name, the name of your Company and the Invoice number (e.g. #MFAP0001)

We accept MasterCard, Visa, Discover, American Express or PayPal



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Pay by Check

- If sending from the US: make the check out to "Mayan Families" and write the invoice number in the MEMO section.

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- If sending from Canada: make the check out to "Mayan Families Canada" and write the invoice number in the MEMO section.

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