

Cleveland Craft Nook

North Royalton, Ohio

Thank you for inquiring about Cleveland Craft Nook. Our endeavor is to bring a vibrant, new handcrafted marketplace incubator showcasing local crafters, artists and several small businesses under one roof! Our customers are provided carefully handcrafted master pieces for their use or for their special someones.

Our Vision: If you craft with love and care, craft to dream of creating a smile on someone else, craft to create happiness, then this may be the place for you! If your crafts are out of this world, are the “Wow” factor, a crafters masterpiece, and are first class, then this is the place for you!

Our Promise to You: We’ll provide a first class environment for customers and your masterpieces. We’ll provide all the display and staging for your mini-stores. If you need help or support in your store display, signage, staging and more – we are there for you. During open hours, or #1 job is providing great customer service that encourages customers to enjoy their time at CCN, find your masterpieces, check out efficiently, and leave the store with a smile and desire to come back soon.

What does “Cleveland Craft Nook” mean to the owners??

CCN will become one of our three most important things in our personal life. Besides our daughter, our businesses are our babies! Over at Generations Antiques and More...it has been over 5 amazing years of ups and ups. We have been able to enjoy true success with very minor setbacks. You might ask, how has that happened? Advanced strategic business planning, realistic customer knowledge awareness, aggressive marketing, tight money management and pure drive to succeed. We are taking our model from Generations, modifying to CCN and implementing it. Our aim and goal is to roll out CCN in nearly the same manner and to keep on going, nonstop.

The inner workings of CCN: Our vendor store pricing is competitive with other local comparative businesses. We will work hard to bring in customers to buy your handcrafted goods. Cleveland Craft Nook offers a variety of spaces and will work with you to accommodate your specific needs. All merchandise is displayed in a safe, clean and organized environment that is staged to encourage our shoppers to keep coming back.

Basic Vendor information:

- A basic vendor store rental starts at \$55 per month. The most popular size is an interior 4'x6' Vendor Store which is \$75 a month.
 - 2'x6' end cap or flat is \$55.
 - 2'x6' interior is \$65.
 - 4'x6' interior or flat is \$75.
 - Larger sizes are available.
 - Cubbies on the North and South sides of the building are available for rent based on footage and location. There are some additional requirements for these areas.
- The *initial* rental agreement is for 3 months. CCN recommends that vendors stay at least 4-6 months to see how your products sell. After the initial agreement is finished, other options are available for longer terms or month-to-month.
- A 30-day written notice is required if moving out.
- First month rent and a deposit equal to first month's rent is due at signing.
- Rent is due on the 25th of each month (prior to the start of the month).
- CCN does not take any commission of sales from vendors.
- No credit card or debit card sales are assessed /charged to the vendor for customer transactions.
- Sales tax will be collected from the customer and paid to the State of Ohio by CCN.

Individual Vendor Store

- Customization of your store which vandalizes the walls, floor, or ceiling is not allowed. (this excludes approved picture/mirror hanging).
- Vendors shall not make any alterations or improvements in or to their store without prior consent of CCN and consent may be withheld at CCN absolute discretion.
- Additional vendor owned display items must be approved by CCN prior to placing in your store area.
- Vendors are encouraged to restock their store weekly. Vendors may request a photograph of their store be texted to them to update them for restocking purposes.
- All merchandise must be kept WITHIN each vendor's assigned space. Customer walkways shall not be obstructed by merchandise.
- Vendors must take all trash with them after set up/removal of any item.
- Vendors are responsible for keeping their own space and merchandise clean, dust free and orderly. CCN is responsible for aisles, restroom and the common area of the shop.
- Vendors may stock their store any time during business hours. You may not keep the staff after hours to work on your store.

General Vendor Individual Store Info

Some good advice on your individual area: Fill your store...corner to corner! Make sure you are stocked well. Try to "showcase" items so that certain products will catch customers attention. You want customers to stop at your store, touch your items, smell your items, see how they work or interact...the longer they are there...the more probability that you have a sale. Make the customer

engage themselves at your store. Make them stop and say wow! Monthly: rotate your store products from place to place, this will make regular customers look in your store more often, since it looks different, they will believe there are newly stocked items. Always stage your store for display, so it looks nice. Always have your items clean and dust free.

If you are not selling at your comfort level, contact us immediately. We'll give you guidance on what might be at issue. It could be pricing, display or a number of other issues. Additionally, we'll provide you feedback on how you are doing. We are all here to make money, so we want you to make as much as you can...after all, good items, good prices will make happy customers (who will return often), happy vendors and happy owners! Our goal is to make you exceptionally successful!

Although we provide overhead lighting, in certain areas you may have the ability to bring in additional accent lighting with approval. Not all area will have additional lighting capability.

If you are having any problems with neighbor vendors encroaching your rented space, contact us and we will address the issue.

Vendor and Social Media

- Vendor agrees to promote CCN through social media and help advertise all events held at CCN. This will essentially help the entire business, which will bring in new customers and create potential new sales.
- Vendor agrees to promote CCN in a positive tone at all times on social media. Should a vendor have any issues with CCN, of any sort, the vendor is to discuss it with CCN to resolve it – under no circumstances is it to be published on any type of media platform.

Theft, Loss and Lost/Found

- CCN will not be responsible for any loss or damage of merchandise, property or equipment, either from natural or unnatural causes, such as theft, fire, flood, wind, rain, or any other cause whatsoever.
- Theft does happen. It happens in every retail environment. We do our best to monitor and prevent theft. We have real live cameras in the shop for theft deterrent...but there are areas that are still blind to a camera. We have signage up. It still happens. We do our best, so if you have any suggestions, please let us know.
- Vendor items will only be sold if a tag/label with a price and ID is present. Any item that does not contain such, will be placed in CCN's lost and found box for 30 days. After 30 days it will be disposed of or used at a CCN raffle opportunity. Vendors are encouraged to periodically check the lost and found box.

Miscellaneous Items, Sales Checks and Rent

- Any items with expired "use by date" will not be sold and may be pulled from stock by CCN.

- Any food item, must have proper labeling according to the Cuyahoga County Health Department prior to placing in a sales area.
- All items must be in working condition.
- You cannot sell items illegal for sale in the state of Ohio and you cannot sell stolen items.
- Individual store rentals are sold on a pre-pay basis. (i.e. May's rent is due on or before April 25th).
- Vendor payments for items sold are paid bi-monthly.
- Move-outs: Move-outs shall occur on or before the last day of the current rental period. Stayovers will be charged an additional month's rent. Vendor must settle all over due rent charges and/or damages before removing merchandise from CCN.
- Shop hours are daily 10am – 5pm, opening at 11am on Sundays.
- The store will be closed on the following holidays: New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, Labor Day, Fourth of July, Thanksgiving Day, Christmas Day, and New Year's Eve.

Approved product and products that has not been reviewed

Each vendor has been approved for certain product to bring in and sell at CCN. Not every item that you make will be approved. We will tell you exactly why a product is not allowed – such as we may already have that item or we have too many of that item already on display for sale. It could be it's really not handmade, rather it's hand assembled or the handmade work might not be “enough” for us to call it “handmade” in CCN's viewpoint. It also might not be what we consider a superior product...we may give you advice on how to get it approved. No matter what, it is not the end of the world if your product is turned down. Product details and attention to those details will really matter with CCN. Although you might be turned down for a product, remember why it was turned down...and if something changes, come back to us. That change could be that you are making it differently than before or that the vendor that was approved for that item is no longer at CCN.

Anyone interested in bringing in different categories of items not previously approved by CCN needs to speak to us prior to bringing those items into the store to receive approval. Each vendor is authorized to bring in certain items...not additional items that have not been approved. If your not sure it is approved or that is a “gray” area...ask us...do not assume it is ok.

Porn / Adult related material

Porn or adult related material is not allowed in the shop – anything with pictorials (nude or clothed). Anything with adult language or the such, from any type of reasonable persons perception, must be preapproved by CCN prior to placing in your store.

Price Reductions: If you are reducing the price of an item on your tag and marking it down, use a **red pen**. A **red pen** tends to help us determine if a customer might have marked the item down! Not many people carry around a **red pen**. We will call you if we have concerns!

The price you put on your item is the price that it will be sold at.

A general question from a customer to a cashier:

Can you discount this item? No.

I'm a dealer, is there a general dealer discount? No.

Exceptions to this discount rule is Military Discounts and Store Sales, as stated below.

Military Discount: We provide a Military Discount to all veteran, retired and/or active military personnel at the rate of 10% for their entire purchase. If other discounts are being advertised, they will not be combined for a greater discount.

Store Sales: CCN reserves the right to have storewide sales on types or categories of merchandise (e.g.: storewide, Christmas, Easter). All sales periods will be posted by CCN to vendors at least one month in advance. Vendors reserve the right to remove sales items prior to these sales. Should a vendor wish not to participate in a sale, CCN shall exclude said vendor from the sale by posting a notice in the store area of the vendor.

Coming into the shop during store hours and our cashiers: Our cashiers are here to sell your items and greet customers (coming & going) at the front register area, please make sure you are not distracting them when you are here. Having a brief conversation is fine, but please limit it. Even if there are no customers in the shop, they might have a few things that they need to tend to...and can't do it because you are there. Additionally, sometimes you might think you are helping, but you actually might not be...before you do any helping...ask if you can help...if they need it, they will tell you what they need you to do!

When you come into the shop to restock: If you are coming in to restock your store area, please make sure that you are very mindful of the space that you are taking up or occupying. Make sure that your stocking area is limited down to your immediate area and that there is room for customers to walk around you. It is also recommended that if a customer is in your area, move your items up into your store area and then vacate your area until the customer has moved on.

We recommend that you come into the shop once a week to check on your stock. As Friday and Saturday tend to be busy days, we recommend that you try to avoid them. If we have special events going on, vendors will not be allowed to restock their stores on those dates. Upon request, feel free to contact us and have us send a picture of your store to you. This may help you to predetermine what stock is necessary to bring!

Business Cards: This is very important for you to have! These cards will identify you to a potential customer, now and in the future. If a customer does not buy from you now and they take your card...that is great. By taking your business card, it enables a customer to call you later for a purchase – you'll find that a lot of these type of customers can be very loyal as you get to know them better! You'll want to make sure you have your "store name" on it with your name and contact info. Include a website or etsy page if applicable. We purchase our business cards from Vistaprint and BannerBuzz. If you do not have business cards, we highly recommend that you print out ¼ regular paper sheets with info on them. Just because we might not carry all your items in the shop, does not mean you cannot include them on your information!!

Display YOUR brand, display YOUR Store!: This is your mini store! Make sure when a customer comes up to it that they know they are entering your shop. Have a store sign. Motto. What products are you selling? What makes them unique? Etc!