



INFORMATION FOR STRIBERS

Navigation

Offer	2
Articles	2
Commission	2
Product and Subcategory	2
Content to be provided	2
Product Content	4
Content - Customer	4
Shipping costs	4
Payments	5
Cancellations Striber/ Client	5
Order process	6
Contact	6
Additional Documents	6

Offer

The articles offered by Stribers via Stribe to the client must comply with the legal European standards and CE certifications. Striber must, in all reasonableness and fairness, provide an article that meets the customer's expectations.

Articles

Stribe is an Impact Community that strives to include only products and services which meet at least one of the 17 SGD objectives or where the product and/or service has a positive addition to the holistic well-being. Customers who are looking for products and/or services that contribute to a more sustainable life, make an impact on the world or that enhance the holistic wellbeing of the man enriched.

Commission

Each Striber pays a commission to Stribe for each item sold for the use of the Platform, marketing and customer base. From this commission the Environment is maintained and optimized. Stribe finances the marketing of this Commission. Stribe also bears 5% of this commission and the other revenues within the Environment, off to the good goal "Kenya Child Care".

A commission consists of 2 elements;

1. Fixed fee;

- is the amount withheld per article as stipulated in Appendix 1 - Commission
- is determined per product and/or subcategory
- is an amount in € (euro) and is withheld incl. VAT
- covers the costs of the payment provider and the associated transactions

2. Variable remuneration:

- is the amount withheld per item as defined in Annex 1 - Commission
- is determined per product and/or subcategory
- is an amount in % (percentage) and is withheld incl. VAT
- covers the costs of marketing, optimization, and overheads

Product and Subcategory

Stribe has built up a market conform structure within the product categories. This category has to match 90% of the articles offered on Stribe. Changes within the product categories can be changed from time to time when research shows that changing a product and/or subcategory yields more return. Striber is free to give feedback on these categories. The Product and Subcategory can be found in Appendix 1 - Commission.

Content to be provided

Content - My Stribe Account

Stribe gives Stribers the possibility to post different Content. Posting of Content is partly managed by the Striber and partly by Stribe. Stribe will inform the Striber which Content is managed by whom. Stribe is completely dependent on the Content provided by the Striber. There are different types of Content and there are different parts that need to be provided with Content.

MyStribe Account

The My Stribe environment consists of 4 parts that need to be provided with content where needed. This content consists of pieces of text, personal data, name and address data, company data, blogs, vlogs, media (photos and videos), etc.

- My Profile - your profile page
- My Page - your vision & mission
- My Projects - your funding projects (if relevant)
- My Journals - your blogs & vlogs

My Profile (general information/ partially visible for customer)

- this page is largely self-managed by the Striber
- fill in the data within the requested fields
- adhere to the criteria described for each field
- load any files in the formats and extensions as indicated
- check that the data is correct before saving it
- other, not self-manageable, fields Stribe fill in
- internal data such as KVK number are not visible on your published profile, these data are necessary for the cooperation with Stribe

My Page (general information/ partially visible for customer)

- this page is largely self-managed by the Striber
- fill in the data within the requested fields
- adhere to the criteria described for each field
- load any files in the formats and extensions as indicated
- check that the data is correct before saving it
- other, not self-manageable, fields Stribe fill in

My Projects (general information/ partially visible for customer)

- this page is largely managed by Stribe
- Stribe will agree with Striber what needs to be delivered
- check that the data is correct before saving it

My Journals (general information/ partially visible for customer)

- this page is largely self-managed by the Striber
- fill in the data within the requested fields
- adhere to the criteria described for each field
- load any files in the formats and extensions as indicated
- check that the data is correct before saving it
- other, not self-manageable, fields Stribe fill in

Product Content

Stribe has deliberately chosen to enter the Product Content for the articles themselves into the system. This to keep control over the presentation of the products and the technical progress whether or not to send orders and make payments.

Product Content differs per Product and Subcategory. Stribe will share a file with the Striber per category and which is applicable to the Striber and its articles. This file must be filled according to the specified criteria. Stribe should be notified when this file is ready. Stribe will then convert this file into a walk-in file, as a result of which the articles will be placed on the Platform in the agreed manner and with the supplied data. Striber must perform a check prior to each publication and verify this with Stribe. It is important that product specific content is delivered correctly.

Each Striber has access to its own file, via Google Docs and Google Sheets, which will be sent by e-mail.

Content - Customer

Content Customer means all content with which we together can provide the customer with the best possible service. In this way we largely prevent returns, cancellations and dissatisfied customers. A customer initially has contact with the Striber after the purchase. The better a Striber provides and complies with the information, the more satisfied customers there are. If a customer does not come to terms with the Striber, the customer and/or Striber can turn to Stribe.

General terms and conditions

The Striber provides its general terms and conditions, which apply to all articles offered by the Striber on Stribe. These terms and conditions will be shown in the Checkout process before the Customer confirms the order.

Return & Warranty Policy

The Striber provides its Return & Warranty Policy which applies to all items offered by the Striber on Stribe. These details will be shown on the product details page and will be shown in the Checkout process before the Customer confirms the order.

Delivery specifications:

- general terms and conditions Striber - PDF - small
- return & warranty policy - TEXT - by document

Shipping costs

Ordering & Delivery

- customer ordered within the area of "Stribe / Stribe"
- customer settles his shopping cart via a payment provider, selected by "Stribe".
- the customer hereby agrees to the;
 - *General Terms and Conditions - Stribe*
 - *Additional Terms and Conditions - Purchases from other Parties*
 - *General Terms and Conditions of the relevant Striber*
 - *Warranty & Returns Policy of the Relevant Striber*
- customer receives an overview from "Stribe";
 - *delivery address customer*
 - *overview of the order to be forwarded per Striber*
 - *Shipping costs per Striber*

Payments

Customer

- customer pays the price for his shopping cart directly to Stribe's payment provider. The price paid by the customer is the price of the purchased items + any shipping costs.
 - price per item
 - Shipping costs per Striber
- the payment provider pays out the order to a Striber
 - amount per Striber, minus the commission to Stribe
 - amount of the shipping costs per Striber

Payment provider

- the payment provider 'MultiSafepay' receives the payment from the customer
- the fee per article/ Striber is paid to Stribe
- the payment per Striber + shipping costs are paid to the Striber

Striber

- the Striber must create an account with the payment provider and fill in his bank details here. This results in a Merchant ID which must be sent to Stribe.
- the Striber receives an amount from the payment provider minus the commission, as determined and agreed in advance
- the Striber receives the order via the order processing email address provided by him

Cancellations Striber/ Client

Customer and Striber must both comply with the other documents as described below;

- General Terms and Conditions - Stribe
- Additional Terms and Conditions - Purchases from other Parties
- General Terms and Conditions of the Other Party
- Return & Warranty Policy of the Other Party

Within the statutory reflection period of 14 days

- customer may cancel without reason
- Striber informs Stribe of the cancellation
- Stribe returns the already withheld variable remuneration to Striber
- Stribe does **NOT** return to Striber the already withheld fixed fee
- Striber returns the full purchase amount to the customer
- Both Customer and Striber adhere to the "Return & Warranty Policy of the Other Party".

Within the reflection period set by the Striber

- customer may cancel without reason
- Striber informs Stribe of the cancellation
- Stribe returns the already withheld variable remuneration to Striber
- Stribe does **NOT** return to Striber the already withheld fixed fee
- Striber returns the full purchase amount to the customer
- Both Customer and Striber adhere to the "Return & Warranty Policy of the Other Party".

Outside the reflection period (14 days and/or reflection period included by Striber)

- customer must state the reason, Striber's coupon scheme in force
- Striber informs Stribe of the cancellation
- Stribe does **NOT** return the already withheld variable remuneration to Striber
- Stribe does **NOT** return to Striber the already withheld fixed fee
- Striber is responsible for the agreements they make with the client.
- Both Customer and Striber adhere to the "Return & Warranty Policy of the Other Party".

Order process

The regular ordering process is as follows:

- customer places items, which are offered by Stribers, in a shopping cart on Stribe
- customer checks his shopping cart before ordering
- Customer must accept the general terms and conditions as discussed in Shipping Costs, and is hereby informed that Customer enters into a purchase agreement with the relevant Striber, the provider of the product the Customer wishes to purchase
- when the customer is going to pay, he does this through a payment provider
- currently the payment provider is paying out to Stribe
- at the same time, the payment provider pays out directly to the Striber in question, minus the withheld commission to Stribe.
- the customer gets an overview from Stribe with which Striber which items are ordered from
- The Striber in question will receive an order by e-mail address which is known to Stribe.
- Striber must send a confirmation and invoice to the email address provided by the customer.
- Striber must inform both the client and Stribe of the shipment by means of a Track & Trace. This will be sent to Stribe as indicated in the Service Agreement.

Contact

The striber has direct contact with the customer regarding delayed deliveries and cancellations. If a Client wishes to place an additional order, the Striber must send it to Stribe. Striber will serve the client according to the expectations outlined on Stribe.

Additional Documents

[General terms and conditions - Stribe](#)

[Additional Conditions - Selling via Stribe](#)

[Additional Conditions - Purchases from other Parties](#)

[Annex 1 - Commission](#)

[Annex 2 - Service Agreement](#)