

# CRAFTISTRY

## Terms and Conditions

Effective Date: 20 May 2026  
*Platform for Malaysian Artists and Buyers*

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### 1. Introduction and Acceptance

Welcome to Craftistry, a web-based art marketplace platform connecting Malaysian artists and buyers. By accessing or using the Craftistry platform ("Platform"), you agree to be bound by these Terms and Conditions ("Terms"). Please read them carefully before proceeding.

These Terms constitute a legally binding agreement between you and Craftistry. If you do not agree to these Terms, you must not access or use the Platform.

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### 2. Definitions

For the purposes of these Terms, the following definitions apply:

- "Platform" refers to the Craftistry web application, including all features, services, and content.
  - "User" refers to any individual who accesses the Platform, including buyers, artists, and administrators.
  - "Artist" refers to a registered seller who lists and sells artworks or crafts on the Platform.
  - "Buyer" refers to a registered user who purchases artworks, crafts, or services on the Platform.
  - "Artwork" refers to any physical or digital art product, craft, or creative work listed on the Platform.
  - "Order" refers to a transaction initiated by a Buyer for the purchase of an Artwork.
  - "Custom Order" refers to a personalised commission request made by a Buyer to an Artist.
  - "Bulk Order" refers to a purchase of multiple units of an Artwork at an agreed discounted rate.
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### 3. Eligibility and Account Registration

#### 3.1 Eligibility

To use the Platform, you must be at least 18 years of age, or have the consent of a parent or guardian. By registering an account, you represent and warrant that all information provided is accurate and truthful.

#### 3.2 Account Responsibilities

You are responsible for maintaining the confidentiality of your account credentials. You agree to:

- Provide accurate and complete registration information.
- Keep your password secure and not share it with any third party.
- Notify Craftistry immediately of any unauthorised use of your account.
- Accept responsibility for all activities that occur under your account.

### 3.3 Artist Registration

Users who wish to sell on the Platform must register as an Artist and agree to additional obligations set out in Section 5. Craftistry reserves the right to approve or reject Artist applications at its sole discretion.

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## 4. Acceptable Use of the Platform

You agree to use the Platform only for lawful purposes and in accordance with these Terms. You must not:

- Post or transmit any content that is unlawful, defamatory, obscene, fraudulent, or harmful.
- Infringe the intellectual property rights of any Artist, Buyer, or third party.
- Engage in any conduct that restricts or inhibits another person's use of the Platform.
- Attempt to gain unauthorised access to any part of the Platform or its related systems.
- Upload or transmit viruses or any other malicious code.
- Use the Platform to harass, threaten, or intimidate other users.
- Circumvent or manipulate the payment or review systems.

Craftistry reserves the right to suspend or terminate accounts that violate these standards without prior notice.

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## 5. Artist Obligations

### 5.1 Listings and Artwork

Artists are responsible for ensuring that all Artwork listings are accurate, complete, and not misleading. Artists must:

- Own the intellectual property rights to all listed Artworks, or have the express authorisation of the rights holder.
- Provide accurate descriptions, pricing, and images of their Artworks.
- Fulfil orders in a timely and professional manner.
- Maintain the availability status of their Artworks accurately.

### 5.2 Custom and Bulk Orders

Artists may accept Custom Order requests from Buyers. Upon acceptance, Artists are bound to deliver the agreed commission within the agreed timeframe. For Bulk Orders, Artists must honour the discounted pricing as displayed on the Platform.

### 5.3 Classes and Events

Artists who list classes or events on the Platform must ensure the accuracy of all details, including date, time, venue, capacity, and cancellation deadlines. Artists are responsible for managing enrolments and communicating any changes to participants promptly.

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## 6. Buyer Obligations

Buyers agree to:

- Provide accurate shipping and contact information when placing Orders.
- Make timely payment for Orders using the available payment methods.
- Not misuse the return, cancellation, or refund processes.
- Submit reviews that are honest, respectful, and based on genuine experience.

Buyers acknowledge that Artworks are handcrafted or custom-made, and minor variations from product images may occur.

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## 7. Payments and Transactions

### 7.1 Payment Methods

All transactions on the Platform are processed via Stripe, a third-party payment gateway. By making a payment, you agree to Stripe's Terms of Service. Craftistry does not store your payment card details.

### 7.2 Pricing

All prices displayed on the Platform are in Malaysian Ringgit (MYR). Craftistry reserves the right to adjust service fees at any time, with reasonable notice provided to affected users.

### 7.3 Cancellations and Refunds

Orders may be cancelled subject to the following conditions:

- Buyers may cancel an Order while it is in "Pending Payment" status for a full refund.
- Once an Order moves to "Preparing" status, cancellations are subject to the Artist's approval.
- Approved cancellations will result in an automatic refund processed via Stripe to the original payment method.
- Refunds may take 5 to 10 business days to reflect, depending on the Buyer's bank.

### 7.4 Disputes

Any payment disputes must be raised with Craftistry within 14 days of the transaction. Craftistry will investigate and mediate disputes in good faith, but does not guarantee a resolution in favour of any party.

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## 8. Reviews and Ratings

Buyers may submit one review per completed Order. Reviews must be honest and based on genuine experience. Craftistry reserves the right to remove reviews that:

- Contain offensive, defamatory, or inappropriate language.
- Are determined to be fraudulent or incentivised.

- Violate any applicable law or these Terms.

Buyers may edit their review within 30 days of submission. Artists may not manipulate or incentivise reviews in any manner.

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## 9. Intellectual Property

### 9.1 Artist Content

Artists retain all intellectual property rights to their original Artworks. By listing on the Platform, Artists grant Craftistry a non-exclusive, royalty-free licence to display, reproduce, and promote their Artworks solely for the purposes of operating the Platform.

### 9.2 Platform Content

All trademarks, logos, and platform content belonging to Craftistry are protected by intellectual property law. Users may not reproduce, distribute, or create derivative works from Platform content without express written permission.

### 9.3 User Content

By submitting any content to the Platform (including reviews, profile images, and messages), you grant Craftistry a perpetual, worldwide licence to use, display, and moderate such content in connection with the operation of the Platform.

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## 10. Privacy and Data Protection

Craftistry is committed to protecting your personal data in compliance with the Personal Data Protection Act 2010 (PDPA) of Malaysia. By using the Platform, you consent to the collection, use, and processing of your personal data as described in our Privacy Policy.

Your personal data will only be used for:

- Processing Orders and payments.
- Communicating with you regarding your account and transactions.
- Improving the Platform and user experience.
- Complying with legal obligations.

Craftistry will not sell or share your personal data with third parties for marketing purposes without your explicit consent.

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## 11. Limitation of Liability

To the fullest extent permitted by applicable law, Craftistry shall not be liable for:

- Any indirect, incidental, or consequential damages arising from your use of the Platform.
- Disputes between Artists and Buyers regarding the quality, delivery, or authenticity of Artworks.
- Any loss or damage resulting from unauthorised access to your account.
- Any interruptions, errors, or technical failures on the Platform.

Craftistry's total liability to any User shall not exceed the total transaction amount paid by that User in the 12 months preceding the claim.

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## 12. Account Termination

Craftistry reserves the right to suspend or permanently terminate any User account at its discretion if the User:

- Violates any provision of these Terms.
- Engages in fraudulent, abusive, or illegal activity.
- Provides false information during registration.

Users may also choose to deactivate their own accounts at any time by contacting Craftistry support. Upon termination, any outstanding transactions must be resolved before access is fully revoked.

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## 13. Amendments to These Terms

Craftistry reserves the right to update or modify these Terms at any time. Users will be notified of material changes via email or a prominent notice on the Platform. Continued use of the Platform following such notification constitutes acceptance of the revised Terms.

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## 14. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of Malaysia. Any dispute arising from these Terms shall first be subject to good-faith negotiation between the parties. If unresolved, disputes shall be submitted to the jurisdiction of the courts of Malaysia.

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## 15. Contact Us

For any questions or concerns regarding these Terms and Conditions, please contact us:

### **Craftistry Support Team**

Email: [support@craftistry.my](mailto:support@craftistry.my)

Platform: [craftistry.my](https://craftistry.my)

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