

Croía

I R E L A N D

HOW IT WORKS

Joining the Croía community will help your brand to flourish while you remain fully in control. Croía Ireland will help you to increase your sales, grant you access to a larger audience and allow you to grow your business to its full potential. Our goal is to help grow your business by increasing your brand recognition through our expert marketing services, maximising your sales and being part of our online community.

Apply to become a supplier on:
<https://croiaireland.com/vendor-register/>

OUR STANDARDS

Here at Croía Ireland we have high product standards, your products must fit in with our brand and with our target market. You must be an Irish made product or brand. We do not sell services. If your products meet these standards your application will be reviewed and we will be in contact with you shortly. Croía Ireland recognises the importance of having high quality photos on our website which is why we have photography standards when uploading your products to Croía Ireland.

PAYMENT

We charge 15% commission on all orders made on our website. Payouts occur on a monthly basis. We pay our suppliers their total sales plus delivery costs minus any returns and stripe processing fees.



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STRIPE FEES

We use the payments processing system Stripe on Croía Ireland to complete transactions. Stripe charges standard processing fees per payment made on Croía Ireland. As a supplier on our website, you are applicable to pay the following fees on each transaction:

Stripe Transaction Fees

- 1.4% processing fee & €0.25 on payouts for European cards.
- 2.9% processing fee & €0.25 on payouts for Non - European cards.

DELIVERY

- The supplier ships the product(s) in their described condition directly to the consumer, choosing their own courier.
- The supplier must input all delivery information into the settings of their account. They must also include estimated dispatch time frames. The estimated dispatch must be within 3-7 days of the order being placed however we do understand that bespoke or personalised items may take longer. This must be identified to the consumer on the product page.



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- The supplier chooses whether to offer free or standard delivery options and whether or not to ship worldwide. If suppliers choose to ship worldwide they must identify where they are shipping to. This must be noted under each product.
- The supplier must provide a tracking number when dispatching each product & include a physical copy of the Order Invoice.

RETURNS

- To return a product the consumer will request a return via their dashboard on their Croía Ireland account.
- Croía Ireland is then alerted and once the supplier has been identified, we will contact them to expect a return. Croía Ireland provides the consumer with the suppliers address to which they will return the product.
- When the supplier receives the return they must notify Croía Ireland and we will then process the refund to the consumer. The supplier is then refunded the cost of delivery minus any stripe fees incurred.
- In the case of personalised, bespoke or edible products it must be outlined clearly that returns of such products will not be possible.

