



Before You Begin

This page contains the official rules and requirements for selling on PrintForge Market. Creating a store means you agree to follow everything listed below.

PrintForge Market may update or modify these rules from time to time to protect buyers, sellers, and the integrity of the marketplace. Continued use of the platform after updates are made constitutes acceptance of those changes.

By creating a store on PrintForge Market, you acknowledge that you have read, understood, and agree to follow all marketplace guidelines, policies, and requirements listed below.

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Before creating your store, please review the guidelines below to ensure a smooth onboarding experience.

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Start Selling

Join a curated marketplace built for independent makers, 3D-printing studios, and hand-crafted brands.

You focus on creating — we handle the tech, payments, and platform.

No monthly subscription — just a small commission per sale.

Why makers choose PrintForge Market

PrintForge Market was built for creators like you — people who care about quality, craft, and fair treatment. Instead of competing with mass-produced items on giant platforms, your work gets showcased in a clean, modern marketplace built for makers.

Makers choose PrintForge Market because:

- **Built for makers** — From 3D-printed goods to hand-crafted items, our platform is designed around real creators.
- **You're the brand** — Your store name, your story, your showcase. We're the platform behind you, not in front of you.
- **Simple, transparent fees** — No monthly subscription and no confusing pay-to-win ad systems.
- **Modern payouts** — Secure Stripe payouts directly to your account.
- **Room to grow** — Start with a few items and expand at your own pace.

What kinds of products can you sell?

PrintForge Market supports a wide range of creations made by independent makers and designers. You can sell both physical products and digital design files, as long as they follow our marketplace guidelines.

- Functional 3D-printed items for home, office, and everyday use.
- Decorative pieces, art, and display models.
- Custom organizers, mounts, accessories, and fixtures.
- Cosplay parts, props, and themed items (within policy).
- Hand-crafted decor, gifts, and homeware.
- Leatherwork, metalwork, woodwork, and mixed-media items.
- Small-batch or limited-run artisan pieces.
- STL files and printable 3D models.
- Laser-ready or CNC-ready digital design files.



- Templates, patterns, and downloadable project files.

All products must comply with our marketplace policies and local laws. Items that are unsafe, illegal, or violate our guidelines are not permitted.

How selling on PrintForge Market works

Here's how to get started as a seller, step by step.

1. **Create your seller account** – Register with your name, email, and Stripe payout details.
2. **Set up your store profile** – Add a store name, logo, banner, and short description.
3. **Add your first product** – Upload photos, set pricing, shipping rules, and inventory.
4. **Publish & go live** – Once approved, your products go live and buyers can purchase right away.
5. **Stripe setup happens after your first sale** – Once your first order is placed, Stripe will notify you directly and guide you through securely connecting your bank account so payouts can be deposited to you.
6. **Until then** – any funds from sales are safely held by Stripe on your behalf. PrintForge Market never sees or stores your banking information — the entire payout process is handled directly by Stripe.
7. **Want to learn more before continuing?**
You'll only be asked to connect Stripe **after** your first sale — never before. You can review how Stripe protects seller data and payouts here:
<https://docs.stripe.com/security>

Fees & payouts

We keep things simple and transparent. You keep the majority of every sale, and payouts are handled securely through Stripe.

- Platform commission: A small percentage per sale.
- Payment processing: Standard Stripe fees apply.
- No monthly subscription: You only pay when you make a sale.

Here's a simple, clear breakdown of how vendor fees and payouts work:

- Vendor commission: PrintForge Market keeps 10% of each sale.
- Vendor receives: 90% of each sale (minus Stripe's standard processing fee).



- Payment processor: Stripe Express (required for vendors).
- Stripe fee: Typically 2.9% + 30¢ per order (industry standard).
- Payout timing: Funds are sent via Stripe Express automatically, usually within 1–2 business days.
- No monthly subscription: You only pay when you make a sale.
- No listing fees: Vendors can add unlimited products at no cost.

Security & payouts

PrintForge Market will never request your banking or payment information by email, text, or phone.

All payouts are handled securely directly through Stripe. After your first sale, Stripe will guide you through securely connecting your bank account so you can receive payouts.

Shipping & Vendor Requirements

To keep things organized and make sure buyers receive a reliable experience, here's what every vendor needs to know about shipping expectations, processing times, and payout timing.

- Platform commission: A small percentage per sale.
- Payment processing: Standard Stripe fees apply.
- No monthly subscription: You only pay when you make a sale.

Vendor Payout & Shipping Policy

PrintForge Market is designed to protect both buyers and creators.

To keep our marketplace trustworthy, safe, and family-friendly, we use a simple payout system, clear shipping expectations, and a fair accountability process that helps honest makers succeed.

- **Payout Schedule** (Simple & Fair) Your payouts are released automatically through Stripe Express based on your history.
- **New Vendors** (0–5 completed orders)

Payouts release 14 days after each order. This gives time for shipping, tracking updates, and any early adjustments.



- **Verified Vendors** (5–20 completed orders) Payouts release every 7 days.
- **Trusted Vendors** (20+ completed orders, great track record) Payouts release every 2 days.

This structure protects buyers, prevents abandoned orders, and rewards reliable makers with faster payouts.

Shipping Expectations

All vendors must:

- **Ship orders on time** — Orders must be shipped within 3–5 business days unless the product page clearly states a longer processing time.
- **Provide tracking information** — Vendors must upload valid tracking numbers for every physical order.
- **Package items securely** — Items must be packaged appropriately to prevent damage in transit.
- **Communicate professionally** — Vendors must respond to buyer questions within 48 hours.
- **Mark orders as “Shipped”** — Vendors must update order status promptly so buyers receive accurate updates.
- **Avoid excessive cancellations** — Canceling more than 10% of orders may lead to review or account action.

These expectations help protect the reputation of every maker on the platform.

Late Shipments & Policy Violations

- **First late shipment** — Friendly reminder and support.
- **Repeated late shipments (3+ in 30 days)** — Store may be temporarily placed on hold until resolved.
- **Severe or repeated issues** — Store may be suspended or removed. Pending payouts may be returned to buyers at PrintForge Market’s discretion.

Refunds & Returns

You set your own policies — but you must honor them. If a buyer qualifies for a return or refund under your posted policy, you agree to complete it promptly.

In addition to shipping and payout rules, we also maintain important policies to keep the marketplace safe, fair, and trustworthy for everyone.



Fraud & Marketplace Safety

Seller Protection & Abuse Response Framework

Purpose:

PrintForge Market exists to protect original creators and honest sellers from system abuse.

When coordinated behavior, fake accounts, or malicious activity is detected, the platform will treat it as a system-level issue, not a seller failure.

Our goal is not punishment.

Our goal is stability, fairness, and trust.

What Counts as Coordinated or Malicious Activity

Any of the following patterns may trigger a protection review:

- Multiple new accounts placing orders with similar behavior
- Repeated 1-star reviews shortly after delivery
- Repeated case openings tied to refunds
- Mismatched buyer identities (name, phone, email patterns)
- Refund abuse patterns (especially digital credits/gift cards)
- Sudden, unnatural traffic or review spikes
- Multiple incidents targeting a single seller

No single event automatically harms a seller's standing.

Protection-First Policy

When suspicious patterns are detected, seller protection is activated immediately:

- **While we investigate:**
- Reviews from flagged activity do not affect rankings or store scores
- Open cases from flagged activity do not count against the seller

1. Review Quarantine

- Flagged reviews and cases enter Quarantine State
- They are hidden from public view while under review

2. Seller Notification

- Sellers are notified with clear, non-accusatory language:



“We detected activity that may indicate coordinated behavior against your store.

Your shop is protected while we review.”

- No action is required from the seller during this time.
- Investigation & Resolution
- Reviews are assessed as behavioral patterns, not isolated events
- Related abusive accounts may be linked and frozen together

If abuse is confirmed:

- All related reviews and cases are removed
- Abusive accounts are permanently restricted

If no abuse is found:

- The seller is notified
- Protections are lifted
- A summary is available upon request
- All decisions are documented.

What Sellers Will Never Be Asked to Do

PFM will never ask a seller to:

- **“Contact the buyer”** when abuse is suspected
- Prove they are being attacked
- Absorb ranking or reputation damage during review
- PFM assumes good faith by default.
- Accountability & Transparency
- Every protection event is logged
- Sellers may request a summary of actions taken
- Repeated abuse patterns inform future system safeguards

Guiding Principle

Abuse is a system failure, not a seller failure.

PFM is designed to protect creators before damage spreads.



PrintForge Market may hold payouts, issue refunds, restrict or suspend stores, or cancel listings if a vendor fails to ship, refuses refunds, or engages in dishonest behavior. These safeguards protect honest makers and ensure a trustworthy marketplace.

You'll always be able to review your earnings, fees, and payout history inside your vendor dashboard.

These policies help ensure a fair and dependable experience for both buyers and creators, protecting the integrity of the marketplace as a whole.

If something still does not feel right after review, you may contact us. While we cannot guarantee a different outcome, we will listen.

Contact us at: support@printforgemarket.com

Vendor Accountability & Consequences

To keep PrintForge Market safe, professional, and trustworthy, all vendors are expected to follow marketplace standards for shipping, communication, product accuracy, honesty, and legal compliance.

If a vendor fails to meet these expectations, PrintForge Market may take one or more of the following actions, at its sole discretion:

Order Delays: Warnings, required process improvements, or temporary payout holds if orders repeatedly ship late.

Poor Communication: Required response improvements, temporary listing restrictions, or limited store functionality.

Misleading or Inaccurate Listings: Mandatory corrections, listing removal, temporary account review, or permanent removal for repeated violations.

Failure to Ship Orders: Buyer refunds, payout holds, temporary suspension, or permanent store closure.

Fraud, Dishonesty, or Prohibited Items: Immediate listing removal, account suspension or termination, forfeiture of unpaid balances, and full internal review.



PrintForge Market reserves the right to remove any listing or suspend any account at any time if it is believed, in good faith, to violate marketplace rules, applicable laws, or pose risk to buyers, vendors, or the platform.

Vendors are responsible for understanding and complying with all marketplace rules. Failure to do so does not exempt violations or enforcement.

Inactive Stores

If a store shows no activity for an extended period of time, it may be considered inactive. To allow creators time to return or make changes, inactive stores will remain available for at least six (6) months before being removed.

Vendors may reopen or update their store at any time during this period. We understand that creators may step away for personal, seasonal, or creative reasons, and inactivity alone does not prevent a vendor from returning to their store.

We may attempt to notify vendors before removing an inactive store. If no response or activity occurs after this notice period, the store may be removed. Vendors are always welcome to return and open a new store in the future.

Prohibited & Restricted Items

These rules ensure a safe, lawful, and trustworthy marketplace for both buyers and creators. All vendors must follow the guidelines below.

Prohibited & Restricted Items:

- **Copyright-Infringing Products** — Unlicensed replicas, copied models, or designs you do not own or have permission to sell.
- **Trademark Violations** — Items using logos, characters, brands, or names without official rights or licenses.
- **Adult Content** — Explicit, pornographic, or sexually graphic products.
- **Weapons or Weapon Components** — Firearms, firearm parts, realistic replicas, or items designed to fire live ammunition.
- **Dangerous Materials** — Items made with toxic, hazardous, or harmful components.
- **Hate Symbols or Extremist Content** — Any product promoting discrimination or violence.



- **Stolen, Counterfeit, or Illegal Items** — You may not list items that violate local, state, or federal law.
- **Misleading or Deceptive Listings** — Items that misrepresent their use, function, or origin.
- **Prohibited Digital Files** — Malware, hacking tools, harmful code, or files intended to breach security systems.

Allowed Items (with guidelines):

- **Toy Guns and Non-Lethal Replicas** — Dart blasters, airsoft guns, Nerf-style blasters, or similar items that shoot plastic darts/BBs are allowed, provided they are clearly marked as toys (e.g., bright colors, orange tips) and not designed to fire live ammunition.
- **Cosplay Props, Replicas, and Decorative Blades** — Swords, knives, axes, or other bladed props are allowed only if they are non-functional and non-sharp (e.g., blunt edges, decorative or display-only designs for cosplay, wall mounting, or collection). Items with sharpened edges or marketed as functional weapons are prohibited.
- **Toys & Games:** — All items must be non-hazardous for all ages (no small parts for young children, no sharp edges). Fun for adults too—fidgets, puzzles, collectibles welcome!

PrintForgeMarket reserves the right to update or expand these rules at any time to protect the integrity of the marketplace, ensure legal compliance, and maintain a safe environment for all creators and buyers.

Getting Started

Welcome to PrintForgeMarket!

Getting started is simple. Follow the steps below to set up your seller account, list your items, and begin selling your creations on a marketplace built for makers.

1. **Create your seller account** – Register with your name, email, and Stripe payout details.
2. **Set up your store profile** – Add a store name, logo, banner, and short description.
3. **Add your first product** – Upload photos, set pricing, shipping rules, and inventory.



4. **Publish & go live** – Once approved, your products go live and buyers can purchase right away.

Now that your store is set up, here's who PrintForge Market is designed for — and what kinds of creators thrive here.

- Independent makers who want a professional home for their products
- 3D-printing studios looking to grow their brand
- Designers who sell both physical items and digital files
- Artisan creators building a small-batch or handcrafted shop

What You Handle vs. What We Handle

You handle:

- Creating and designing your products.
- Printing, crafting, or producing your items.
- Packaging and shipping orders on time.
- Providing customer service for your buyers.
- Setting your own pricing and business policies (within guidelines).

We handle:

- Protecting sellers from coordinated abuse and system-level exploitation through PFM's Seller Protection & Abuse Response Framework.
- Maintaining the platform and marketplace.
- Providing secure payment processing through Stripe.
- Hosting your storefront and product pages.
- Handling vendor tools, dashboards, and system updates.
- Promoting the marketplace and bringing buyers to the platform.

Ready to get started?

Whether you're launching your first product or expanding an existing shop, PrintForge Market gives you a modern, fair, and creator-friendly place to sell your work.