

artcosmosprinciples

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Preamble

artcosmos is an online marketplace for people who love art. At artcosmos you will meet people who want to share their love for unique, creative and affordable art. Together we want to create a lively and inspiring community!

To achieve this, you and all members of our community need to heed certain principles. Our artcosmosprinciples will provide you with overview of what is desired, what is required and what is forbidden on our platform and act as integral part of the artcosmos user agreement.

As seller, please be aware:

In order to protect other members of our community, we reserve the right to partially or completely remove your artworks and your profile content without prior warning in case we have clear indication that you are violating our principles, especially regarding buyer protection (please see our "[artcosmos buyer protection policy](#)", content and artwork authenticity.

In case of violations we also reserve the right to take additional sanctions, including but not limited to the limitation of artworks you can show, cancelling of an order or barring of other functionalities. Repeated or severe violations of our principles, especially the correct and timely fulfillment of orders, can lead to you being excluded from our platform (cancelation by artcosmos).

A. Basic community principles

1.) Be fair to other members!

We are a community! Please be friendly, fair and respectful to other members or our community.

This includes understanding that there can be misunderstanding and mistakes without bad intent. Often we can solve these together quickly when staying friendly and communicating with each other. So before turning to accusations and claims when something goes wrong – let us first work on a consensus to solve an issue.

Insults, defamation or any other kind of inappropriate language or content are not welcome at artcosmos and can be prosecuted by penal or civil law.

2.) Be fair in your order handling

Transactions between members are based on a certain level of trust – trust that one member will pay the price for the artwork agreed on when checking the artwork out – trust that the other member will send the correct artwork, which matches the images and descriptions provided in time, without any damage to the correct address.

Please justify this trust between our members by fulfilling your obligations in a correct and timely manner. In case something goes wrong please cooperate with us to solve the matter (for the handling of claims please see our “artcosmos buyer protection policy”).

Whenever you can anticipate any delays in the timely handling of an order, be it that you are on holiday (as buyer or seller) or any other obstacles occur – please inform us through the feedback functions provided in each order so that we can inform the other party and work out a solution.

3.) Be fair to artcosmos

We do our best to bring together fantastic artists and their amazing artworks and people who love those. We constantly aim to improve and work on making all members of our community happy. At the same time we ask you not to bypass our platform to cheat us of the financial reward for the work we are doing.

It is not allowed to:

- drive visitors in comments or profiles or other communication tools to any kind of external online shops where they could buy your artworks.
- sell an artwork outside artcosmos to a customer with whom you have made contact through artcosmos.
- promote other online or social media presences from which you drive customers to purchases outside artcosmos. Promoting outside profile is only allowed if they drive back to artcosmos.com for purchases.
- use contact or address data of your customer for any other purpose then closing the order.

4.) Not being fair can lead to removal and other sanctions

We reserve the right to partially or completely reduce your activity, or remove your content to the extent of excluding you from our platform (cancellation by artcosmos) if we find concrete indications that you are violating our rules of fairness.

B. What we want to see on artcosmos

1.) Bring your creative artworks

artcosmos thrives on your creativity and your skills. While your great skills can also be expressed in the creation of crafted mini series items, artcosmos is only here to present your unique artworks. In case you also create craft items, please do not list them here.

On artcosmos you should only list unique pieces, which have been created by you and do not infringe the copy right of any other person.

2.) Do your artworks justice - with good images and descriptions

You have created your artwork with love and inspiration – please also show this love and inspiration in the way you present your artworks on artcosmos. They are not simply products, but carry a great level of skill and meaning and our members want to understand this.

So please present your artwork with good quality images and provide a good description, which provides information about the piece and it’s meaning – what is the story behind your artwork?

Please pay attention that all images and texts you use are not allowed to violate existing law or copyrights. Make sure you have the rights to what you publish or clearly state the right owner.

3.) Classify and tag your artworks for searches

One of the ways other members of the community might find your artworks is through searches.

For this we offer you a wide range of predefined criteria to classify your artworks, ranging from style, over materials used to dimensions and colors. We are constantly working to improve the options for these classifications, based on search entries as well as artist inputs when selecting the option “other”. Based on these inputs we constantly enlarge our options and reserve the right to transfer inputs from artists under “others” to our existing options after enhancing our options or when we believe a suitable option already exists.

In addition to the predefined criteria we also offer you to tag your artworks with specific terms you find suitable for your artwork.

Please do not forget, classifying and tagging your artwork makes it easier to be found by visitors who search for something specific, so make sure you provide as many adequate characteristics or tags as possible.

Still – this does not mean that you should select as many, incorrect options as possible for your artwork so that it comes up in as many searches as possible even if it does not really fit the searched terms. This would really annoy other members of our community and would be seen as a clear violation of our principles.

4.) Show yourself as an artist and as a person

We believe that as an artist you have a story to tell and that our members want to hear this story. Therefore we recommend that you provide some videos in your profile about:

- Yourself, your family and how you live
- Your workshop and your techniques
- Your artworks and your inspiration

Please be aware - the lack of good videos, images, descriptions or tagging does not prevent you from being listed on artcosmos.com, but it might reduce your chances to get seen and to sell your artworks. For us it is easier and more impactful to feature artists who help us by providing great visual content therefore they might take preference when we choose whom to feature.

Last but not least – HAVE FUN on artcosmos.com!

End of artcosmos principles

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