



ChamberMarket.ca Quality Control

1. Vendor Quality Assurance Checklist

- Vendor:** conforms with [terms of service](#)
- Vendor:** conforms with [merchant account regulations](#)
- Vendor:** logo uploaded
- Vendor:** banner uploaded
- Vendor:** accurate address/location
- Vendor:** accurate and detailed information [operating name, business type, website, phone number, email address]
- Vendor:** logo follows ChamberMarket [QA Guidelines](#)
- Vendor:** banner follows ChamberMarket [QA Guidelines](#)

2. Product / Service Quality Assurance Checklist

- Product/Service:** conforms with [terms of service](#)
- Product/Service:** conforms with [merchant account regulations](#)
- Product/Service:** listing conforms to ChamberMarket [QA Guidelines](#)
- Product/Service:** title includes key information (size, quantity, weight)
- Product/Service:** description includes key information (materials, ingredients, spice level etc)
- Product/Service:** description matches the title
- Product/Service:** description matches the photo
- Product/Service:** photo is uploaded, clear, and does not have unnecessary props
- Product/Service:** is in the correct category
- Product/Service:** on CM is priced within 20% of competitors sites | track on [price comparison spreadsheet](#)

3. Complaints Checklist

- Logistical:** billing / Payment slips sent to wrong customer
- Logistical:** excessive packaging
- Logistical:** incorrect shipping label

- Logistical:** missing quantities
- Logistical:** multiple quantities unlabeled
- Logistical:** no labeling of product
- Logistical:** no shipping label
- Logistical:** received a different product than what was ordered
- Logistical:** wrong address on file
- Delivery:** not able to pick up
- Delivery:** not able to pick up - but advised ahead of time
- Delivery:** orders not ready for pick up
- Quality:** overall poor quality of product on arrival
- Quality:** product arrived at end of shelf life / near expiring
- Quality:** product arrived broken
- Quality:** product arrived bruised
- Quality:** product arrived leaking
- Quality:** product arrived opened
- Quality:** product received different than what was advertised/ordered
- Quality:** product arrived spoiled
- Quality:** product came with unpleasant smell or texture
- Quality:** product expired before best before date
- Quality:** Product not sealed
- Quality:** Product weight is under advertised
- ACCT Management:** product listed / sold while being out of stock

4. Resolution

- Inquire with **customer**
- Inquire with **vendor**
- Refund** [item missing/wrong item/broken item/substandard quality]
- Replacement** [item missing/wrong item/broken item/substandard quality]

SUPPORT:

For help with the ChamberMarket.ca:

Contact absupport@chambermarket.ca

For help onboarding your business to Coaldale.ChamberMarket.ca:

Contact the Coaldale Chamber at:

info@coaldalechamber.com or (403) 403-345-2358