

Community is at the heart of all we do at Etsy. Etsy sellers use community spaces to find inspiration, share knowledge, discuss ideas, and build relationships that help them grow their businesses.

The Etsy Community includes the Forums, Teams, and the [Seller Handbook](#). This policy is a part of our [Terms of Use](#). By using any of Etsy's community spaces, you're agreeing to this policy and our Terms of Use.

[1. Using the Etsy Community](#)

[2. Forums](#)

[3. Direct Messages](#)

[4. Teams](#)

[5. Branding](#)

[6. Etsy Local](#)

1. Using the Etsy Community

Etsy community spaces are public areas where sellers can interact with one another. Sellers who use any of the community spaces must be over 18 years old. To make sure that the Etsy community continues to be a place that's safe, welcoming and respectful, you agree to comply with the following policies in all community spaces:

1. Respect other members' privacy, and protect your own. Don't share private or personally identifying information in public areas of the site. This includes, but is not limited to, transaction details, personal contact details and the verbatim contents of private correspondence.
2. Do not use community spaces to discuss interactions with Etsy representatives, or to share verbatim extracts of such conversations (i.e., emails, DMs or messages, live chats etc.). Remember, most messages between you and Etsy are considered private correspondence and we ask that you respect this confidentiality. Please refer to our [Privacy Policy](#) for more information.
3. Be honest and transparent about who you are. Don't use a fake identity.
4. Be respectful towards other sellers and, when in doubt, lead with kindness, assume best intentions and act on that basis. Don't use community spaces to publicly disparage a specific seller, an Etsy representative, shop, listing or category of item.
5. Don't use community tools or spaces to interfere with another seller's business.
6. Don't spam. This includes unsolicited or duplicate posts or links to your shop, fundraisers, surveys, social media or other promotional content.
7. Don't use community spaces to coordinate pricing or discuss fee avoidance with other sellers.
8. Don't use community spaces to harass other sellers. Similarly, don't post content in community spaces that may promote, support, or glorify hatred, misinformation, or that would be in violation of Etsy's policies including our [Anti-Discrimination Policy](#).
9. Don't publish or post threats of violence against others or promote or encourage others to engage in violence or illegal activity.
10. Don't engage in illegal activity or activity that infringes someone's intellectual property, or encourage others to engage in that type of activity.
11. Don't use community spaces to encourage others to violate Etsy's [policies](#).

Continue reading below for some additional policies that apply to you while using specific community spaces.

2. Forums

Forums is a public space where sellers can gather with other sellers to discuss their Etsy businesses.

By using Etsy's Forums, you acknowledge and agree that:

1. Your role is to help us create a safe space for sellers to learn from one another and grow their businesses.
2. Your contributions help us build a public database of valuable knowledge and experiences that are available to everyone.
3. Tone is challenging to interpret on a public forum and our community spaces are for Etsy sellers at every level. When in doubt, lead with empathy and kindness.
4. Your posts will stay on topic. Off topic posts may be removed.
5. Your posts in the Forums are permanent and can be viewed in various places including your User Profile (unless they are removed by Etsy).
6. Your posts should be helpful, constructive, and encouraging when voicing dissent or criticism. Don't [harass](#), target, insult, troll, or call out other members or Etsy representatives.
7. Moderators may take certain actions to keep the Forums welcoming, organized, and helpful for everyone. Such actions are not up for public discussion.
8. You will respect others' opinions and report content responsibly. Flagging posts is reserved for content that specifically violates Etsy's policies.
9. Etsy reserves the right to remove content from the Forums at any time for any reason, including, for example, violation of our policies, removal of dormant content, content that causes privacy issues, or due to changes to how the Forums operate.
10. If you have concerns about actions taken in the forums, you can follow [these instructions](#) to contact Etsy Support.

3. Direct Messages

Members may send each other direct messages using the Community's built-in messaging system. These messages are separate from Etsy Messages and can be accessed and read when you are in community spaces.

By using direct messages in the Etsy Community, you agree to all of the above policies. In addition, you may not send messages that are considered:

1. Abusive, threatening, defamatory, harassing, or otherwise in violation of our [Anti-Discrimination Policy](#).
2. Obscene or vulgar.
3. Unsolicited advertising or promotions.

If you receive an inappropriate message, follow [these instructions](#) to report it.

4. Teams

Etsy Teams is a community feature where you can connect with Etsy sellers to help you grow your business. Etsy Teams are self-organized by members and not run by, part of, or affiliated with Etsy.

By using Etsy's Teams feature, you acknowledge and agree that:

1. Except as set forth below, Etsy is not responsible for or involved in a team's membership policies, dues, finances, or any other actions.
2. Teams that do not comply with Etsy's policies, including our [Anti-Discrimination Policy](#), may be removed, and Etsy

reserves the right to remove a team for any reason.

3. Etsy will not mediate disputes between teams and outside parties, nor disputes between teams and team members.
4. Etsy will not monitor third-party forums or other independent team sites.
5. Any use of the term "Etsy," Etsy's visual marks such as the stylized Etsy name logo or "E" logo, other Etsy Trademarks (all trademarks worldwide owned by Etsy, Inc. and its affiliates), or marks confusingly similar to the Etsy Marks must comply with [Etsy's Trademark Policy](#) and our Team branding guidelines. See below for more details.
6. A team may not use mature, profane, or hateful language or images in the team's name, banner, or logo.
7. A team may not be used for the sole purpose of redirecting traffic to another web location. Etsy reserves the right to remove links on any profile page or team page for any reason. Unsolicited promotion or advertisement from representatives or affiliates of outside services, websites, or other products is not allowed.
8. Teams are created by and run by Team Captains. A team must have a Captain in place in order to function successfully.
9. Team Captains are responsible for moderating their Team's content. In addition, Team Captains may appoint additional roles and responsibilities to their members.
10. Teams that are inactive for 6 months or more, or who do not have a Team Captain in place to moderate the Team, are subject to removal from the platform and cancellation at Etsy's discretion. This includes revocation of the right to use Etsy's name or the Etsy Trademarks.
11. [Team forums](#) and on-site publications (i.e., blogs and knowledge base articles) are subject to this Community Policy and may not be used to demonstrate or discuss disputes with other members or with Etsy.
12. A team may have a charter detailing membership requirements and expectations for the team. Team leadership is responsible for enforcing the team's charter. A team's charter must abide by all of Etsy's policies, including our [Terms of Use](#) and [Intellectual Property Policy](#).
13. If a team chooses to use a dedicated item listing tag (also called a "team tag"), it must contain the word "team." Etsy will not mediate disputes regarding use of team tags on item listings.

5. Branding Guidelines for Teams and Captains of Teams

Teams must adhere to these branding guidelines when identifying as an Etsy Seller Team.

You can use the word Etsy in the name of your Team. (e.g. Etsy Greek Team, Brighton Etsy Team). However, you cannot use the term 'Etsy' alone, or the Etsy logo by itself in your Team name, or in any promotional materials that reference your Team in any manner.

Things to keep in mind when creating an Etsy Team Logo:

- You cannot use the Etsy logo to promote your Team without your Team name included at any time.
- You can create a stand-alone Etsy Team logo so long as your Team name is clearly presented on the logo image.
- If you use the word "Etsy" in your Team logo, you must make sure it is not the most prominent or the largest word visually on the logo image.
- If you are promoting your Team or any Team related activities, you must include the terms "Organized by a Team of Etsy sellers" visibly and prominently. It is also your responsibility to make it clear that you are not an agent or employee of Etsy.
- You are solely responsible for any costs relating to your use of all promotional materials, venues or other items used to promote your Team.

Etsy does not pre-approve Team branding and we reserve the right to take action on any usage brought to our attention that causes confusion, potential harm to the Etsy brand, or is in direct violation of our [Trademark Policy](#). In particular:

Teams' use of the Etsy name and Etsy Trademarks is subject to periodic Etsy's review at any time, and Etsy may require changes in

your use of the Etsy Trademarks to comply with Etsy policies, including our [Trademark Policy](#), Etsy's marketing needs, or to ensure Etsy's Trademarks are not used in a way that suggests your Team is affiliated with, or part of Etsy, Inc. In addition, you may not use the Etsy Trademarks or similar marks in a way that tarnishes or causes harm to Etsy's brand or reputation, or in relation to non-Etsy services. At Etsy's sole discretion, including if you violate this policy, or any of Etsy's Terms of Use, Etsy reserves the right to revoke your right to use the Etsy Trademarks.

6. Etsy Local

[Etsy Local](#) connects buyers with Etsy sellers who are participating in fairs and markets in their area. Buyers can shop from sellers in person, supporting both the Etsy community and their own local economies.

In order for your event to qualify for Etsy Local, it must be:

- Held at a physical location
- Open to the public
- A limited-time engagement

Here are some examples of events that can be promoted with Etsy Local:

- Craft fairs
- Markets
- Pop-up shops
- Special events

The following are not eligible for Etsy Local:

- Online/virtual events
- Art galleries or studios (unless your event will take place in an art gallery or studio)
- Brick and mortar stores (unless your event will take place in a brick and mortar store, like Small Business Saturday)

While you may describe your event as organized by Etsy sellers, you may not prominently use the Etsy name or logo in a manner that suggests the event is organized or run by Etsy. You are required to only use assets approved for Etsy Local for use of the Etsy name or Etsy Trademarks. Etsy may periodically review your use of the Etsy name and Etsy Trademark, and may revoke your right to use the Etsy name or Etsy Trademarks may be revoked by Etsy at any time, for any reason.

Etsy may take action, including termination or suspension, on any account that violates these policies. For example, we may temporarily or permanently suspend your community posting privileges, remove your community access or close your Etsy account, which will immediately suspend all Etsy shop activity. If we do so, it's important to understand that you don't have a contractual or legal right to continue to use our Services, including Community spaces or the Etsy Trademarks. Generally, Etsy will notify you that your account has been terminated or suspended, unless you've repeatedly violated this policy or our Terms or we have legal or regulatory reasons preventing us from notifying you.