

V-Oshi

Vtuber Merchandise Services

Welcome to V-Oshi!

V-Oshi is a company specializing in providing content creators of all sizes high quality merchandise to offer to their communities. V-Oshi operates by handling manufacturing, distribution and customer service on behalf of every content creator and/or their company.

What makes V-Oshi special is not only our ability to provide an easy and affordable way to get high quality merchandise to their communities, but also the option to give each individual client a unique experience for their customers by offering special custom packaging, custom thank you notes, and more! We at V-Oshi believe that providing merchandise to customers needs to be an experience that lasts longer than just the moment when they have the item in their hands. It needs to start with their experience on the website, to the way they feel when they see their favorite content creator's logo on the package at their front step, to seeing how carefully it was put together before finally having the item in their hands. That experience is one of the things we strive for at V-Oshi.

Another important thing that V-Oshi strives for is its ability to foster strong relationships with our clients. We do this by giving each of our clients a visible and beautiful appearance on our website via custom category and listing pages, but also by getting to know each individual client and what their vision is for their merchandise. One of the ways that V-Oshi is able to provide such high quality merchandise and vast customization is because we spend time getting to know who we work with. Gone are the days of plugging an image into an on-demand website, barely making a profit and never knowing if the item that was made was any good or not and not even having a point of contact if something *does* go awry! V-Oshi has direct communication with all of the people we work with, which means we can fine tune and change things as needed until our client, and their community, are excited for the end product!

Additionally, V-Oshi does not ask for exclusivity and is happy to assist their clients as much, or as little, as they need.

V-Oshi also offers services such as:

1. Design Services (ie; Compiling pre-established artwork for a sticker sheet, preparing graphics for their intended merchandise item, etc.)
2. Receiving pre-manufactured merchandise items for the use of distributing them through V-Oshi's storefront.
3. Providing partners with high quality merchandise that may be sent to each partner for selling at in-person events.

For more information about how V-Oshi's process works and the fees associated with the service, please read below!

If you have any questions, please email V-Oshi at support@v-oshi.com and we'll be happy to answer them!

How it works:

1. Client and V-Oshi schedule a meeting to discuss merchandise options, answer any questions and begin the process.
2. Client and V-Oshi decide on what type of merchandise items will be offered in the client's merchandise line.
3. Client and V-Oshi discuss custom packaging preferences, if desired.
4. Client provides V-Oshi with art that has been pre-approved for commercial usage. (please provide proof or a statement from the artist that confirms commercial rights)
5. Client and V-Oshi confirm merchandise options and V-Oshi contact manufacturer(s) for official quote(s).
6. Client pays V-Oshi the total for the merchandise (including shipping & fees) via Invoice. On occasion, the shipping may be sent in a separate invoice.
7. Once the order is paid for and is in the manufacturing stage, V-Oshi will set up the Client's category page. Client provides descriptions, pictures and suggests colors for their category. These pages will be completed prior to the launch of the merchandise.
8. When merchandise is received (unless item is preorder only), V-Oshi will make mock up images of the items for the client to use for their own promotion if desired. V-Oshi may also take 1-2 photos of each item that will go in the listing (not applicable for preorder-only items).
9. V-Oshi will make a social media post on the day of the launch and the items will go live on the agreed upon date and time.
10. At the beginning of every month (approx 3-5 days after the 1st of the month), V-Oshi will provide the client with a breakdown of all sales. Clients will be advised to send V-Oshi an invoice for the exact amount due to the client (30% of item profits).

Long Term Storage:

1. If there is **no** product movement for 6 months, V-Oshi will touch base with the client and offer to either continue selling the product or have the items pulled off the site and shipped to the client.
2. If there is **no** product movement for 12 months, V-Oshi may request to remove the stock from the shop and return the items to the client. If shipping to the client isn't an option, then further discussions will be had to determine how to manage the stock from that point forward.

Simply put / tl;dr -

1. Client pays for the product(s) in full.
2. Once paid, V-Oshi will create promotional material and create listing/category pages for Clients and their items.
3. When an item sells, the client will earn the cost of the item back + 30% of the profit of that item.
 - a. (For example. If an item costs 2.00 to make, but we sell it at 20.00, then the client would make 2.00 + 30% of 18.00. Total, that client would earn 7.39, and V-Oshi would make the remaining 12.61)
4. When an item(s) sells, the cost of the basic packaging (envelope, box or poster roll) will be deducted from what the client receives.
5. Every month the client will receive a detailed breakdown of all their sales and V-Oshi will pay them what they earned.
6. If items do not sell after 12 months, V-Oshi may remove the items from the website and discuss future options with the client.

Custom packaging information:

V-Oshi offers 2 options of packaging for our clients!

The first option is the simple **V-Oshi packaging** that we supply every V-Oshi client with free of charge! Your community will receive either a royal purple envelope or brown box/poster roll (depending on the size of your item) that is clearly indicated on the outside with a brightly colored "V-Oshi" logo sticker. Inside the package will be all the items your community member ordered, neatly wrapped in a purple V-Oshi printed tissue paper. On top of that will be a thank you note from V-Oshi, thanking them for their order!

The other option is the custom route! The client will have to pay for the packaging as orders go out (will be deducted from their monthly breakdown) but on average it costs less than \$2 per package!

You will be able to customize and choose:

- *Envelope color (when applicable - large boxes and poster rolls cannot be color customized)*
- *Tissue paper color (Choose up to 3 colors to use in every order)*
- *Logo sticker on the inside & outside*
- *Custom thank you note (*

Please Note: For poster rolls, V-Oshi does not include any packaging materials inside (to avoid damaging the rolled posters inside) and instead includes a logo sticker on the end of the poster roll lid. No thank you note is provided for the reasons listed above.

At this time we cannot offer partial-custom packaging. The two options are fully custom or V-Oshi packaging. Thanks for understanding!

Other information:

Where V-Oshi is located: V-Oshi currently ships and sells all items from Portland, Oregon in the United States.

Where items are sold: All Merchandise will be sold via V-Oshi.com, on the [official Etsy shop](#) for UK citizens, and occasionally in-person events ie; Offkai Expo 2023 from V-Oshi directly or our Vendor Partners (ie; Mosobox). In the case of in-person events, the individual creator will automatically earn exactly what they'd normally earn from online sales from any sales occurring offline and through wholesale.

Payment to Client: All sales will be deposited into V-Oshi's account. Every month V-Oshi will send the client the money they earned via a Paypal Invoice or our Payment Portal. V-Oshi will provide a detailed report every month which includes a detailed breakdown of all expenses, merchandise costs, sales, etc. in a single folder.

Merch Quote Estimation: V-Oshi will give the client a reasonable estimation of the costs prior to the order placement.

Client Responsibility: Client is responsible for all costs associated with the production of their items which includes any payment processing fees, shipping fees, etc. Clients are also responsible for the cost of basic packaging for their items which includes envelopes, bubble mailers, poster rolls, or boxes. Cost for the packaging will be deducted from their payout and will be detailed in their monthly report.

Included for free in V-Oshi's services is the following:

- V-Oshi packaging (V-Oshi logo stickers, and V-Oshi themed tissue paper)
- Packaging Tape
- Shipment Labels
- Payment Processing Fees via Sales
- Customer Service
- Product Inspection
- Manufacture Negotiation
- Meetings with Client to discuss launches

Initial Start-Up Fee: *(only applicable to new V-Oshi clients who only wish to do pre order items)*
All merchandise initially sold via V-Oshi must be paid for up front and reach a minimum quantity of at least 5 per item (when applicable). In the case that a client cannot purchase their

merchandise up-front, V-Oshi offers to set up the client's profile and only host pre orders so that the money earned during the pre orders may be used to fulfill the items. If you're interested in this service, a \$60 non-refundable set-up fee must be paid. This \$60 set up fee **will be waived** if merchandise is purchased prior to client's initial merch launch.

Shipping Prepaid Items for Sale on V-Oshi.com: If the client wants V-Oshi to receive prepaid merchandise (not manufactured via V-Oshi), we are available to receive up to 1(one) 5LB box. Anything over this weight must be discussed prior to shipping to V-Oshi.

Giveaways: In the case that the client wishes to give away an item from their available online stock, V-Oshi can fulfill these requests for a \$3.50 handling fee + cost of packaging.

Discounts & Sales: In the case that the client wishes to offer a discount code for their merchandise, V-Oshi will still earn the original price earnings regardless of how much the customer paid **unless** discussed otherwise.

Stream Alerts: V-Oshi provides alerts for all partnered clients for them to use on their livestreams. This is provided via a browser source link that can be placed into the client's livestreaming program of choice.

FAQ:

What are V-Oshi's responsibilities?

- V-Oshi handles sourcing reliable manufacturers, quality & inventory check, customer service, payment processing fees via V-Oshi's payment processors, shipping fees, administrative work, promotion, communication between clients and website management.

What is the client expected to pay for?

- Basic packaging, any requested speciality packaging, the product V-Oshi receives, fees associated with receiving product (ie; manufacturer's payment processing fees, customs fees, etc.) and any speciality services requested by client (ie; design services, giveaway fulfillment, etc.)

I paid for all my merch, does that mean that I can keep one for myself and/or send one to a friend?

- Yes! Once V-Oshi receives your product, you are welcome to request to keep some stock for yourself and others. You will just have to pay for the shipping and any package materials used. Please act in good faith when requesting this!

What if I want to take my merchandise to an in-person event to sell? Can V-Oshi send me my stock so I can sell it in person?

- Yes! Currently, as long as it's a limited amount of your current available stock, all V-Oshi clients are welcome to pull a part of their stock to sell at in-person events! You will need to pay for shipping and any package materials used and will be responsible for returning the remainder of the stock to V-Oshi if you wish to relist the rest. If you're interested in taking a large amount/removing the remainder of your online stock, then please reach out to us so we can discuss the options.

What if a customer has a problem with their order?

- If a community member of yours, who bought some of your merchandise from V-Oshi, is having a problem with their order, please direct them to send an email to support@v-oshi.com! Please do not attempt to handle the problem yourself as we may be unable to respond in a timely manner to your suggestions and as a result could exacerbate the problem!

What percentage does V-Oshi take from sales?

- V-Oshi takes 70% of the profits from your individual items. For example, if an item costs \$2.00 to make and we sell it at \$20.00, then V-Oshi would earn 70% of \$18.00. The client (you) would make \$2.00 + the remaining 30% of \$18.00. Total, that client would earn \$7.39, and V-Oshi would earn the remaining \$12.61.

How much will packaging cost?

- It depends on the item but for basic V-Oshi packaging, you're looking at spending an average of about 40-60 cents per package sent out on packaging! If you get custom packaging, it'll be closer to 2.00!

I have a lot of international community members. Will you be able to ship to them?

- While V-Oshi is based in North America, we want our items to be enjoyed all over the world! No matter where your community is, we aim to keep prices as affordable as possible and update pricing as frequently as possible with any cheaper fluctuations! At this time, V-Oshi is unable to ship directly to the UK, but we have an official Etsy Storefront which mitigates this problem! If you have a customer who wishes to purchase an item and they live in the UK, have them contact us at support@v-oshi.com so we can set up a custom order for them!

I want to host my Merch through V-Oshi, but I have a limited budget and I cannot afford to buy my merch up-front. Is there another option?

- Yes there is! We can host your merch on a pre-order-only basis! We would just need to charge you for a \$60 non-refundable start-up fee to set up your profile pages, make mock ups, etc. in preparation for your merch launch! We normally waive this fee if you purchase merchandise up front, but in the case of pre-order-only, it is necessary to get everything set up!

I would like to get my very own plush! Can I do that through you?

- You certainly can! This is an inquiry we get a lot so there are a few things to keep in mind. Getting a custom plush made is a long and expensive process. If you have the budget for it and you're patient then it's absolutely worth looking into! I'd recommend having at least \$1,000 set aside for a project such as this since it requires both a sample fee and a minimum order of at **least** 25 plush. A deposit in addition to the sample fee may be necessary in order to start the process.

Merchandise Options:

(Scroll down to see photos of select products)

[Acrylic Stands](#)

[Buttons \(Pin-back Buttons / Pins\)](#)

[Mouse Pads / Desk Mats](#)

[Keychains](#)

[Prints / Posters](#)

[Stickers](#)

[Dakimakura \(Body Pillow Cover\)](#)

Mugs

Acrylic Pins

Tote Bags

Lanyards

[Oshi Cards](#)

Phone Charm Holders

[Apparel \(**Med-High Minimum**\)](#)

[Plush \(**High Minimum**\)](#)

Memo Pads (**High Minimum**)

[Enamel Pins \(**High Minimum**\)](#)

And Much More...!

If there's an item you'd like us to have made for you, but don't see here, please inquire about it because chances are that we can have it made for you! In some cases, a sample may need to be made to ensure quality standards and the process could take a few months to get just right!

ACRYLIC STANDS

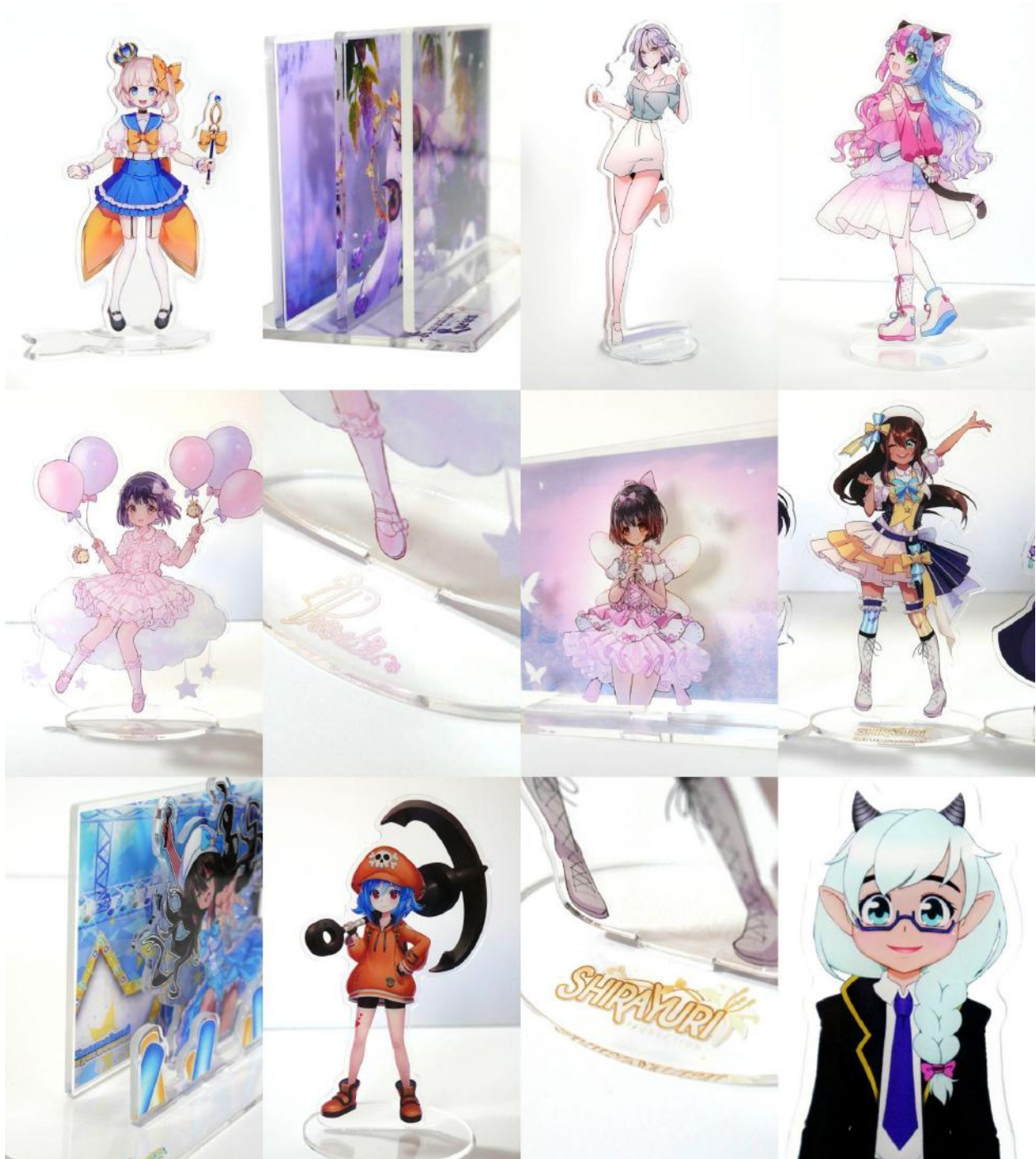
Minimum 5 per design

Made of Acrylic (See-through plastic-like material)

Double Sided Printing available - Custom base available

Holographic overlay or glitter available

Variety of sizes and styles available, including multi-layered and canvas style



BUTTONS

Made On-Demand

CIRCLE Aluminum Pin-Back Buttons available in 3 sizes: 1", 1.5", 2.25"

Other shapes available: Rectangle, Heart, Cat Ear, Square and more...

High quality print

Holographic overlay available



MOUSE PADS

Minimum 5 per design

Variety of sizes available! You name it!

Premium stitching along all corners

"Booby" Mousepads are also available



KEYCHAINS

Minimum 5 per design

Made of Acrylic (See-through plastic-like material) or Wood

Double Sided Printing available

Extra materials: Holographic overlay, glitter over/underlay, epoxy & glow in the dark

Shaker Charm available

Variety of sizes available

Variety of pin clasps available



PRINTS & POSTERS

Made on-demand

5x7 Prints made with HQ Satin Paper- *Optional Bagged & Boarded for more cost paid by the client*

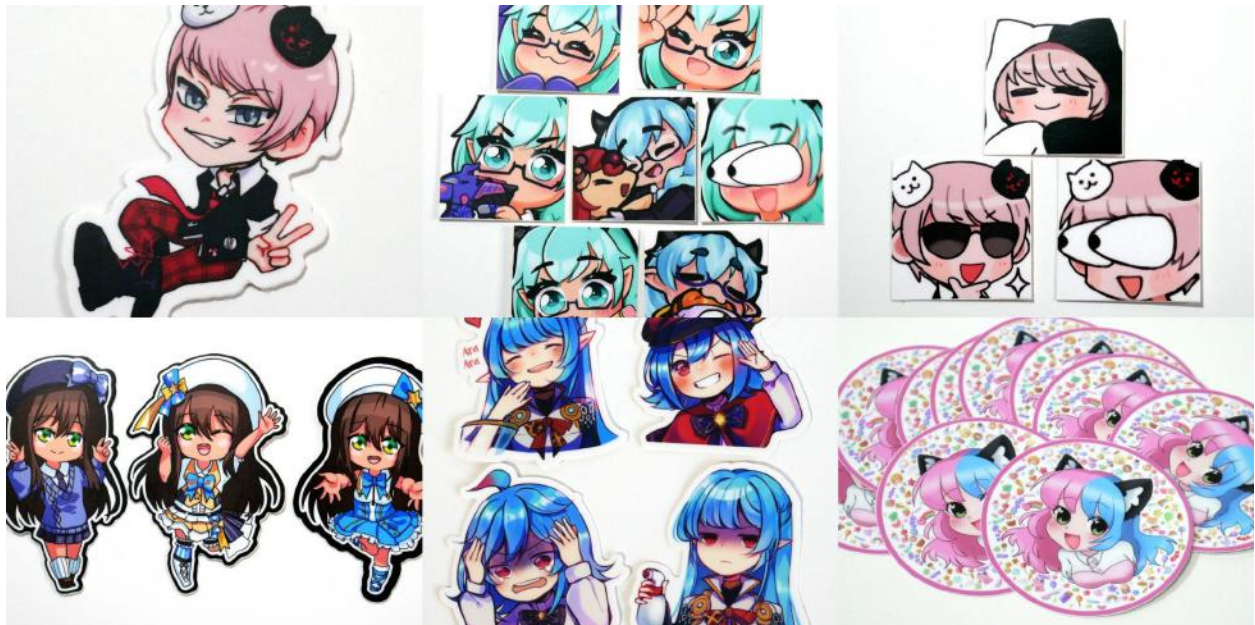
11x17 & 12x12 Posters made with HQ Matte Paper - Shipped in Poster Rolls



STICKERS

Minimum 5 per design

Gloss, Matte, Gold, Silver, Transparent, Holographic



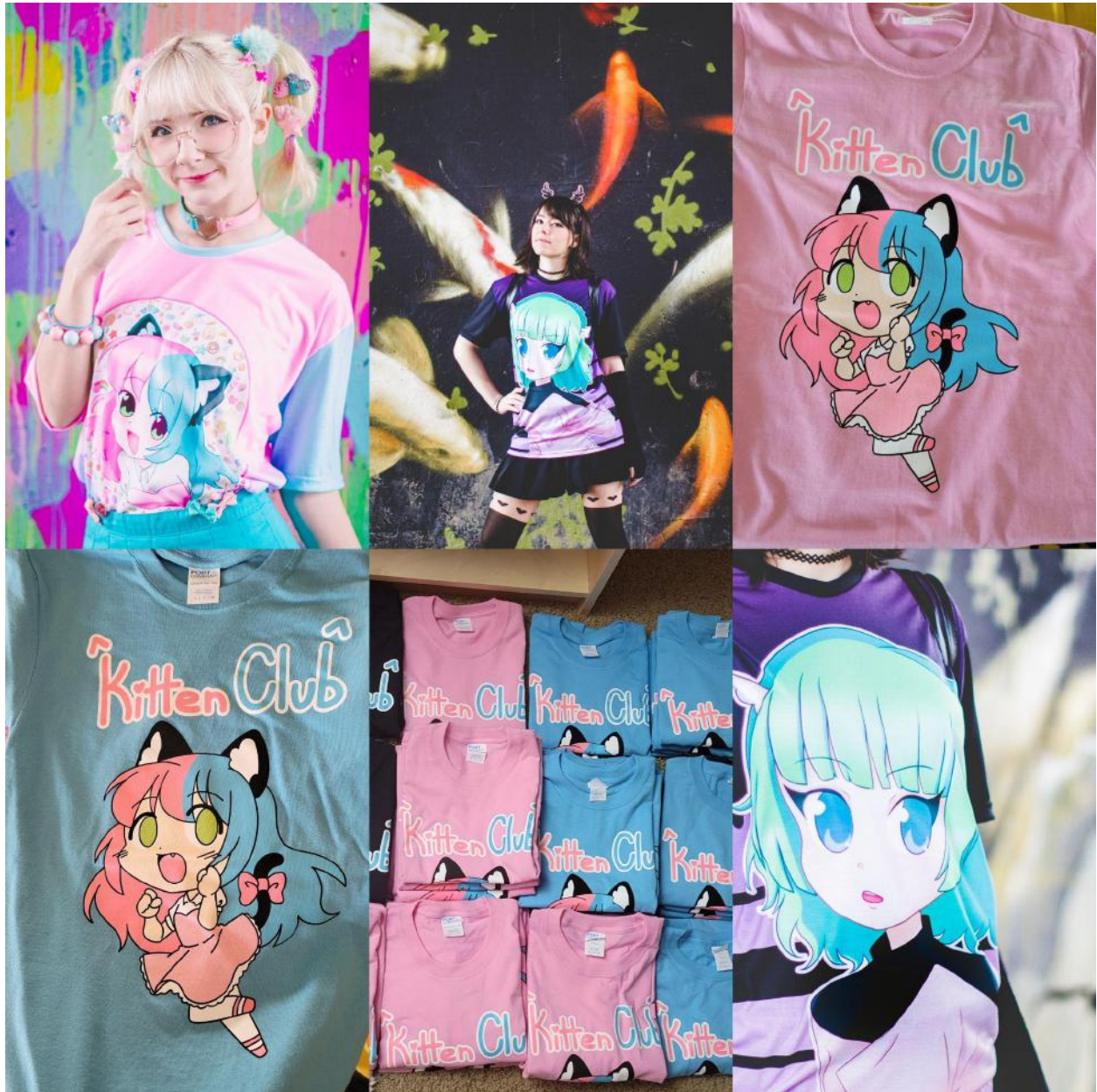
APPAREL

Minimum 24 per design for Screen Printed Designs

For alternate printing methods, it may require a higher minimum and sample

Prices vary depending on type of clothing

Type of clothing available: Tank Top, Tshirt, Hoodies, and many more...



PLUSH

Minimum 25 per design.

(Profit margin will be very low if sticking to the minimum. Not recommended unless you're comfortable paying out of pocket for the experience!)

Variety of styles and fabric choices to choose from!

Required \$240+ Sample Cost to be paid up front by client, and possibly a refundable deposit as well.

- **Important note:** Due to this being a high-cost item, the sample fee for the plush will **not** be calculated into the cost margin for individual sale **unless the client** orders 150+ quantity per design.

If the client wants one in the style of a FUMO plush (shown below) then an added benefit is that they will be made in the same size so their clothes are swappable!



DAKIMAKURA & PILLOW COVERS

Minimum 5 per design

Material: Peach Skin, Velvet, Polyester, 2 Way Tricot (example is 2 Way Tricot)

Double Sided Printing

Sizes: 40*40cm, 45*45cm, 60*40cm, 100*35cm, 50*150cm, 50*160cm, 60*170cm or customized

NO pillow included



DETAIL



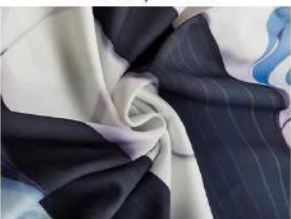
Double side printing
Original picture



High definition design
Not easy to fade



Delicate workmanship
Durability



High quality fabric
Elastic soft comfortable

MATERIAL REFERENCE



PEACH SKIN

With 100% polyester, weight 150-155g,
bright color, soft and smooth feeling,
and nice durability, but nearly no elasticity



VELVET

short velvet, weight 180g, feel soft and warm,
but nearly no elasticity



POLYESTER

Excellent elasticity, weight 150g, no wrinkle, high strength
colorful and never fade, soft and comfortable feeling

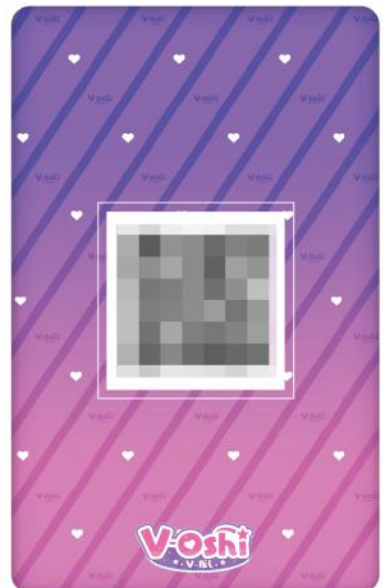
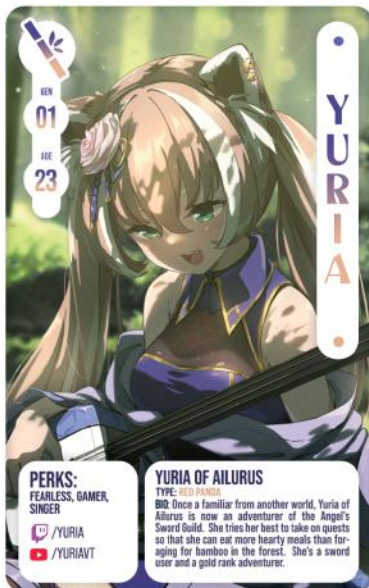


2 WAY TRICOT

Nice elasticity and colorful, weight 240g
smooth feeling and a little reflective

OSHI CARDS

A special plastic card to display fun stats and information about yourself with a QR code on the back linking to your favorite social media site or website.



ENAMEL PINS

Minimum 50-100 per design

Soft, Hard and 3D Enamel Options

Pantone Colors & Screen Print Available

Additional Options Include: Glow in the dark, Glitter, Transparent, Epoxy & More!

Pin Plating: Gold, Silver, Copper, Black Nickel, Rainbow, Dye Black

