

## **General Store Policies** (updated 2017)

\_\_\_\_\_ Consignment period is 60 days. Items not sold within 60 days may be pulled and donated at the discretion of the store. There is no pickup of items once they have been tagged and placed on the sales floor.

\_\_\_\_\_ Items are accepted Monday through Saturday 9:15 am to 4:30 pm. This is also the times you can check on your account balance. Our computers are shut down at 4:30 pm daily so we can update our website.

\_\_\_\_\_ Items are priced by the staff according to the current market value of an item based on the size, style and condition. To encourage sales, expect reductions on items 25% after 30 days and 50% after 60 days. Other markdowns may be taken at our discretion.

\_\_\_\_\_ Consignors receive 40% of the selling price. You can use your balance as store credit at any time. If you wish to receive a check once your balance reaches \$20 or more then you need to request one before the 15th of each month. We issue checks once a month. Checks will be ready for pick up on the 16th or you can have it mailed for a fee of \$1.00 (which will be deducted from your balance).

\_\_\_\_\_ Items are processed in the order they are brought in. Once items are processed you will be called to pick up any items we cannot use. You should make arrangements to have those items picked up within 2 days. If you fail to pick up your items we cannot use then your account will be charged a disposal fee of \$5.00 minimum. \* It is your responsibility to call the store and speak with an associate if you cannot make it within the allotted time period.

\_\_\_\_\_ Items that require heavy steaming to remove wrinkles will incur a steaming fee. To avoid this charge please make sure all items are wrinkle free prior to bringing them in. \*This will be debited from your account.

\_\_\_\_\_ It is your responsibility to check on your account and see if you have money. If your account goes inactive all money in the account becomes the property of the store. \*Inactive status is reached when there are no items on the floor and you haven't had any activity such as bringing in items for a 6 month period.

***Make sure all items you bring in are free of any pet hair, body or smoke odors and are less than 3 years old. We do NOT accept items in trash bags or cardboard boxes. Clothing should on hangers or folded neatly in plastic totes, 18 gal or less, weighing less than 10 lbs with a lid closed securely. You will receive your totes back once items are processed. You should have a minimum of 20 items to open the account initially.***

***Many factors contribute to the selection of items we keep, including current stock levels, rack appeal and condition. Our goal is to accept items that will make us both money and encourage shoppers to come back for more. Do not be offended if we do not accept all your items.***