



## Western Gloucester County, New Jersey Consignor FAQs

Q. Who can consign?

A. Anyone can consign with us. We require that you have a minimum of 20 items or \$100 worth of items.

Q. What types of items do you accept?

A. We accept almost anything related to babies and kids, we have a complete list of all items we accept on our website under Consignor Resources on the Consignor Details page

Q. How can I ensure that I am not bringing recalled items to the sale?

A. Go to <http://www.cpsc.gov/en/Recalls> to make sure none of the items you want to sell have been recalled.

Q. What percentage of the sales do I receive?

A. Consignors receive 60% of their sales less a \$10 consignor fee (deducted from your check). Consignors that help at the sale for four hours earn 65% (or more) More details on how you can make more money on your items you sell is under Helping at the sale on the consignor details page.

Q. Who does the pricing?

A. You set your own price and get to decide if it is discounted on our half price days. We recommend pricing items at 1/3 of the retail price and letting them go half off. You will find a pricing guideline on our website under Consignor Resources on the consignor details page

Q. Can I hand-write my tags?

A. We do not accept hand-written tags. With our online bar-coding system it is so easy to enter your tags, print them, and track your sales.

Q. What happens if I do not show up for consignor pick-up but have not marked my items to donate?

A. Your items will be donated to our charity partners and you will be charged a \$10 fee for every 100 items left at the sale due to the time it takes our team members to breakdown and sort the items.

Q. How long does drop off usually take and how does the drop off process work?

A. It typically takes about ½ hour to an hour, depending on how many items you bring. The best time of the day to come is around the time kids are being picked up from school. When you arrive, you will be checked in, your items will be inspected, & you will place them on the sales floor.

Q. When do I pick up my unsold items?

A. Unsold items are to be picked up on the day of our sale ends. Please see our calendar for specific date/time information on our website under pick up on the consignor details page

Q. What if I can't make the pick-up time?

A. You are welcome to have a friend pick up your items for you.

Q. Do I have to sort through the racks to find my unsold clothing items?

A. No, unsold clothing will be sorted by consignor number for easy pickup. All items will be sorted and be put in your storage bin or tote you provide us at check-in with your consignor number written LARGE in BLACK MARKER

Q. How long does it take to receive my check?

A. Your check will be mailed to you within fourteen days of the end of the sale (if not sooner!).

Q. Will I know what items have sold?

A. Our online real time tagging system will tell you what has sold and for how much.(please note if tags are lost or items are not marked correctly they will usually be found in our final computer clean up process at end of our sale

Q. If I consign my items, do I have to stay during the sale?

A. No, once you have your items inspected and place them on the sales floor you are free to leave.

Q. Will I get my hangers back?

A. Hangers will not be returned as they are sold with the items. Any unsold/non-donated items will be returned to you on the hangers.

Q. What about shoes?

A. We will accept new and like new shoes. We are VERY PICKY, so please only bring your best ones.

Q. Do consignors get to shop before the public? If so, can they bring a friend?

A. Yes, there is a presale for consignors (and a friend) before our sale opens to the public. Presale passes are to be picked up when you drop off your items. Children 12 or older will be considered a consignor's guest.