



JBF Woodbury No-Wait Inspection Process FAQ's

Q: How does the No-Wait Inspection Process work?

A: At consignor drop-off you will check-in and then you will simply place your items out onto the sales floor. There will not be any inspection line to wait in. We will have volunteers inspecting ALL of the items on the sales floor as drop-off progresses.

Q: What happens with items that don't meet the sale guidelines (quality, season, etc)?

A: These items will be pulled from the sales floor and scanned into the pulled items report. If the items are tagged for donation, they will go to the donation area. If they are not tagged for donation, they will be held until consignor pickup and available then.

Q: Is there a fee for rejected items?

A: Each consignor will be given grace for one item that does not meet the sale event guidelines. If a consignor has more than one item that do not meet the sale event guidelines, a 50c handling fee per item will be deducted from their consignor check.

Q: If I have an item that was not accepted, will I know why?

A: Yes, in most cases we will put tape or a sticker on the item to let you know why the item was not accepted. You are also more than welcome to discuss the item with Sue or the Inspection Team Leader at consignor pick-up.

Q: What can I do to make sure my items are acceptable?

A: Review your items for:

#1 – Quality: Check them thoroughly for quality– no stains, odors, rips, etc. The HealthEast lighting is very good and you are welcome to double-check your items when you come for drop-off.

#2 – Seasonality: Review the sale guidelines for seasonality. A list and pictures are posted on the consignor website page. If you are unsure about the guidelines, please simply ask. We're happy to help!

Q: Why does JBF Woodbury use this process?

A: There are two main reasons we use this process:

1 – We want everyone to have a quick, non-intimidating drop-off experience

2 – We want our shoppers to be delighted by the lack of any stained or otherwise undesirable items on the sales floor. Happy shoppers make for big consignor checks!

Q: What about 'Perfect Consignor' status?

A: For now, there are no differences between perfect consignors and non-perfect consignors. All items will be placed directly on the sales floor and inspected together. We may bring back the perfect consignor program with other perks in the future though so stay-tuned 😊.

Q: Do you still offer Express Drop-Off?

A: Yes, consignors that mark ALL of their tags for reduce AND donate are eligible for express drop-off. You will simply check-in and give us your tagged items. We'll place them onto the sales floor for you and they will be inspected along with all of the other items.