



# How It Works!

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The White Elephant, Inc.

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## 1 BRING YOUR STUFF- No Appointment is Necessary for Non-Furniture Items

- We request a 24 hour notice to the consignment room prior to delivery of large furniture to ensure we have adequate space. We accept consignments from 10AM – 4 PM Mon-Sat and 12PM – 4 PM on Sunday. The consignment period is thirty (30) days.
- We perform an initial screening of your consignment when you bring it in. You may experience a short wait.
- Items we are unable to help you sell we call No Thank You's (NTY's). We retain the right to decline items for consignment based on current inventory levels, your asking price or past experience and display them as we think best.

## 2 CHOOSE YOUR CLASSIFICATION - Select The Category for Each Consignment

We classify our consignors as:

- **Retrieving** -people who pay a membership fee and are picking up any items we accepted but were unable to sell,
- **Donating** -people for whom we waive our membership fee and are donating items we accepted but were unable to sell or
- **Drop and Run** –donating consignors who give us blanket authority to price what we would normally accept and donate directly items we choose not to accept without further concern on their part.

### Retrieving Consignors

- Pay the membership fee. Individually list and describe each item you wish to consign and retrieve if unsold.
- Wait while we go through your items. Shop if you like! Take back any NTY's . If you choose not to wait your consignment will be considered a donating 'Drop and Run' . We will dispose of NTY items to WExchange Thrift Shop during the tagging process without further notice. You will have no recourse to claim items we chose not to accept.
- We may initially screen your consignment but during the tagging process find additional NTY items. **You are additionally responsible for:** 1) contacting us to determine if you have additional NTY items and 2) picking them up within 7 days of your consignment date or we will dispose of them. We will not call you about any NTY items.
- Due to time and staffing constraints you cannot assume you will have no additional NTY items even if your consignment was initially screened.

### Donating and 'Drop and Run' Consignors

- **If you choose to donate all unsold items there is NO membership fee.**
- You are **not required to individually list your items** unless you would like a complete list for yourself or to know how individual items were priced and/or sold/unsold.
- Wait while we go through your items. Shop if you like! We screen your items so that you are fully aware of what items we were unable to accept and have a last opportunity to take them back at the time you consign. We may initially screen your consignment but during the tagging process find additional NTY items (stains, missing parts, etc.) and they will be automatically donated to WExchange Thrift Shop.
- If you choose not to wait until we can go through your items (retaining the option of taking back any NTY's at the time you consign) your consignment is considered a 'Drop and Run'. You will have no recourse over any item's final disposition. Choose this option carefully.

- Clothing items offered by 'Drop and Run' consignors that are out-of-season, over our two-year age limit, budget-brand, in need of ironing, cleaning, presented with stains, flaws or tears; or, furniture and household goods valued less than \$5.00, that experience has proven we do not have a market for, are in poor condition, dated, unclean, missing parts/pieces etc. or on our published NTY guideline will be donated to WExchange Thrift Shop at the time we process and tag your consignment.

### **3** DETERMINE THE PRICE - You Set the Selling Price or Authorize Us to Price

If you authorize us to price your items you may not assume any item will be sold for what you may feel it is worth. We do our best based on our experience to price your items fairly. However, pricing is subjective. What we feel your item(s) may be worth may not coincide with yours.

### **4** WHEN YOUR CONSIGNMENT ENDS - 30 Day Consignment Period

- We provide retrieving consignors five (5) days from the end of their consignment to pickup unsold items they want returned. It is your responsibility to track the expiration date of your consignment(s).
- We offer you a courtesy reminder card. **We will not call or contact you to remind you when it expires. After the five-day grace period the unsold, unclaimed items become our property.** We are very regular and timely in disposing of unclaimed goods. We have very little storage space.
- Retrieving consignors are solely responsible for locating and retrieving from the sales floor all unsold clothing and accessory items they wish to take back. Retrieving consignor's furniture and household goods will be removed from the floor during the 30th day of the consignment period only, by our staff and be waiting for pickup.
- Consignors that arrive **early to pickup** their goods prior to the 30th day must locate, pack and remove their items from the sales floor themselves and forfeit the option of filing a courtesy Customer Service Inquiry on any goods they were unable to locate. We will not look for them for you.
- Unsold items may be brought back to the same store one more time after a thirty day absence; or, you may take the unsold items to another one of our stores to try and sell it in a different market.
- Donating consignor goods are automatically removed from the sales floor anywhere from the last day of the consignment until seven days afterwards. It depends on where the expiration date falls in our weekly 'pull' schedule of expired goods.

### **5** PICKUP YOUR MONEY - Payment at End of 30 Days

- Consignors earn 40% of the listed selling price on clothing and accessories and 55% on furniture/household goods.
- Payment for expired consignments is made **at the end of the consignment period** in the store where you consigned. **We do not mail checks automatically.**
- We will hold your funds for ninety (90) days from the expiration of your consignment. Unclaimed funds over ninety (90) days become our property.
- An itemized statement of items sold will accompany your payment. Donation receipts are available for those choosing not to claim unsold items.

### **6** LOSS, THEFT & DAMAGE - Insurance Coverage is Your Responsibility

We are not responsible for the loss, theft or damage to goods left on consignment from any cause whatsoever. .