



# How to Consign

[www.whiteelephant.com](http://www.whiteelephant.com)

## No Appointment is Necessary for Clothing/Household

We require photos of the furniture you wish to consign. You can bring them in or email them to us at: **thewhiteelephantstores@gmail.com**. If it's something we feel we can help you sell, we'll then set a date for you to deliver it. All other consignments are accepted any time between 10am and 4pm Monday - Saturday and Sunday 12 p m - 4 p m . The consignment period is forty-five (45) days.

We perform a quality control screening of all consignments when you bring them in. Be sure and check our web site for our acceptance, quality control and presentation guidelines so you aren't surprised when you come to consign. You may experience a short wait. Please plan for this in your schedule. Items we are unable to help you sell we call No Thank You's (NTY's - see website for list). We retain the right to decline items for consignment based on current inventory, asking price, condition or past experience and display them at our discretion.

## Select The Category for Each Consignment

We classify consignments as:

- **Retrieving** - you want to pick up any unsold items along with a check for items sold
- **Donating** - you want to donate all unsold items and receive a donation receipt along with a check for items sold
- **Drop and Run** – you are a current consignor, know our acceptance policies, do not want to wait for a quality control screening - and give us blanket authority to price what we normally accept and dispose of or donate NTY items

### Retrieving Consignments

- Pay a \$5 membership fee, individually list and describe each item (pick up or download from our website a listing sheet) you wish to consign and retrieve if unsold and unwrap, unpack items for screening
- Wait while we go through your items. Shop if you like! Take back any NTY's .

### Donating Consignments

- **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. Otherwise, you may describe items simply as 'miscellaneous', 'household' and/or 'miscellaneous clothing'. You will know how many of each type sold but not which specific items.

- Wait while we screen your items. Shop if you like! Take any NTY items 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 disposed of or donated.

### 'Drop and Run' Consignments

- If you choose not to wait for us to screen your items 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 or discount 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 disposed of or donated at the time we process your consignment.

## You Set the Selling Price or Authorize Us to Price

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

## 45 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 email you to remind you when it expires. After the five-day grace period the unsold, unclaimed items become our property.** We are very timely in disposing of un-claimed goods as 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. Household goods will be removed from the floor during the 45th day of the consignment period only and be waiting for pick up.
- Early pick up consignors 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 forty-five day absence; or, you may take the un- sold items to our other store to try and sell it in a different market or to one of off-site sales events.
- 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 removal schedule of expired goods.

## Payment at End of 45 Days

- Consignors earn 40% of the listed selling price on clothing and accessories and 55% on furniture/household goods. If you want to make more on your items you might consider consigning acceptable items to one of our regular off-site sales events. See our website for more information.
- One payment per consignment is made **at the end of the consignment period** in the store where you consigned. **We do not mail checks automatically.**
- We 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.

## Insurance Coverage is Your Responsibility

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