

CONSIGNOR GUIDELINES

Consignor Pick-Up Instructions...

Achieve an efficient and pleasant Pick-Up

Our staff starts pre-sorting items late on Friday and the action plans goes through the day Saturday, all while shoppers shop and without the staff interrupting them. Our goal is to have the sorting process, post-sale, completed within a specific timeframe that begins the moment we close the doors. Within a matter of a few hours we go from a fully operational sale to ready for Consignor's to pick up their unsold (and non-donated) items.

- **PICK UP PERSON:** Should you PERSONALLY not be able to pick up your items you MUST email info@CTCSale.com, and include your sale location, name, phone number, and consignor name NO LATER THAN 24 HOURS BEFORE THE LAST DAY OF THE SALE with the name and phone number of the person you are having come in your place. That person will be required to show photo identification.
- **PICK UP TIME:** **The pick-up time is noted on the sale website under the event schedule.** No reminder emails or phone calls will be made.
 - No early pick-ups are permitted. Should you or the person whom you designate arrive to pick-up your items BEFORE the scheduled pick-up time frame the post-sale sort will NOT be finished. Should you, or the person whom you designate, choose to take what is sorted under your consignor number and leave the venue you FORFEIT the rights to all remaining items that may be sorted to your consignor number and your leftover items **WILL BE DONATED IMMEDIATELY** to a charity chosen by the sale; and part of the Giving Back Program. You will be able to print an itemized statement, just as all consignors do, but you will be responsible to reconcile the items on your own and print the tax receipt from our website for your records. NOTE: NO financial compensation of any kind will be given for these items. Sale Ownership will not store, warehouse or maintain any items after the end of the designated Consignor Pick Up time frame. No exceptions.
 - Should you not arrive during the designated time frame to pick up your unsold (and non-donated) items your leftover items **WILL BE DONATED IMMEDIATELY** to a charity chosen by the sale; and part of the Giving Back Program. You will be able to print an itemized statement, just as all consignors do, but you will be responsible to reconcile the items on your own and print the tax receipt from our website for your records. NOTE: NO financial compensation of any kind will be given for these items. Sale Ownership will not store, warehouse or maintain any items after the end of the designated Consignor Pick Up time frame. No exceptions.
- **REPORTS PRIOR TO PICK UP TIME:** Sale Ownership ***does their best to load REPORTS within 2 hours** of consignor pick-up. An email, and social media post, will be shared stating "Reports Are Ready" at which time you can log in and print your final report. This report will showcase what unsold (and non-donated) items you have leftover; and should you choose at that time you can donate the remaining items by sending an EMAIL (ONLY) to Info@CTCSale.com and reference your sale location, consignor name and phone number with a short statement that you viewed your report and have chosen to

donate the remaining items. NOTE: You would then reconcile the items on your own and apply towards the tax receipt as noted above.

- ***Reports do not always get run in the timely fashion planned; however reports will be reports will be loaded (each day) at the noon hour – giving you a close to final report for your pick-up requirements.**

What to do at Pick-Up:

- Find your consignor number in numerical order. Every consignor number will be represented, even if you have sold all items. If you don't find your number, see a staff member.
- Check lost and found for items that have become separated from sets or have lost their tags.
- Check for out of season, stained or damages items, these items will not be sorted.
- Please bring a cardboard box or tote (or two) with you to pick up to assist you in collecting your items.
- Consignor **MUST** disassemble all furnishings, etc as required. Please remember to bring any tools necessary, and allow time accordingly during your pick up.
- Should you have items returned that are out of season, stained, or otherwise rejected by the Quality Assurance Team those items will have an "X" on the price.

Sale Ownership reserves the right to refuse to display items improperly hung, tagged, or in poor condition. When you are preparing your items think "upscale" and not "garage sale."

After Pick-Up = Sale Reconciliation

- Sale Reconciliation is the process Sale Ownership takes to finalize ALL reports and process consignor payments. It is **MANDATORY** that all consignors reconcile their unsold inventory against their online reports **NO LATER** than 12pm EST the day after Consignor Pick-Up takes place. Any discrepancies **MUST** include sale location, consignor name and number, phone number, **SPECIFIC ITEM NUMBER** with price and if said item was marked for discount or not. Notices sent without the aforementioned **SPECIFIC** information will not be addressed. Notices sent after the aforementioned time frame will **NOT** be reconciled and consignor voids all claims to such discrepancies. **NO EXCEPTIONS.**