

Twice As Nice
Consignment Boutique
Children's clothing, toys, and more!
250 Haverford Avenue Narberth, PA 19072
(610) 667-3005 info@itstwiceasnice.com

Consignment Guidelines
Fall/Winter 2020 -2021

At this time we are accepting drop offs only by appointment.

We are only accepting children's clothing, shoes, games, toys and books at this time. Please do not bring furniture, nursery equipment, home décor or other items unless discussed prior.

Please call 610-667-3005 or email info@itstwiceasnice.com to arrange for a drop off appointment.

Drop Off Information:

Our contactless drop off procedure has been developed for the protection and safety of our consignors, customers and employees and to comply with all local, state and federal COVID 19 regulations– there can be no exceptions made for the drop off procedures. We thank you for your understanding and cooperation.

- Drop offs will be “contactless”. When you have items that you would like to drop off please call or email us to schedule a drop off appointment. Appointments are scheduled to allow one consignor at a time.
- After we have set up your drop off appointment you will receive an email with information regarding your appointment. Included in the email will be a confirmation of the date & time of your drop off, a pick up date to be used if you elect to pick up items not accepted for consignment and 3 documents: Consignor Guidelines, Consignor Agreement and Drop Off Slip. If you have any questions please contact us prior to your drop off appointment. You will need to print these out and copies must be with your drop off. If you are unable to print them please contact us prior to your appointment.
- If you are going to be more than 10 minutes late for your appointment you must call us to reschedule. Any drop offs left outside of an appointment will be discarded. If you arrive early please call the store at (610)667-3005. Please do not leave any items prior to or after your appointment time.
- At your appointment time please bring your items to our back entrance in the Narberth Parking lot. Our rear entrance is designated for consignment drop off/pick up only. There is a drop off area just inside the entrance for you to place your items. PLEASE DO NOT ENTER THE STORE beyond this area. If you need assistance unloading your items please let us know **prior** to your appointment. Consignors who are unable to drop off their items themselves will remain in their car while we unload.
- If the door is not open at your appointment time please call (610)667-3005. Please DO NOT leave items outside.
- All drop offs must have the following documents filled out in their entirety prior to drop off: a drop off slip for each bag/bin, a signed Acknowledgement of Consignment Guidelines, and a completed and signed Consignment Agreement. Drop offs without these will not be accepted for consignment. **We will not have these documents available at the time of your appointment.** If you have already provided a consignor guidelines acknowledgement for the **current** season you will not need that. If you are unsure please contact us.
- We will not provide any bags/bins for your drop off unless requested prior to your appointment. All items must be in bags/bins at the time of your drop off. Please securely attach a completed “drop off tag” to each bag/bin. We will not return any bag/bins at your drop off time. Please check the “Return Container” box on the drop off slips for the bags/bins you wished return to you They will be available on the pick up day provided when you set your appointment.
- If you need to contact us at the time of your drop off **please call the store** (610)667-3005.
- After your drop off, your items they will be placed in a holding area for 3 days before we sort and process them.

- If you would like items not accepted for consignment to be returned to you there is a minimum turn around of 7 days. You will be provided a pick up day and time when you set your appointment. Please let us know if you are unable to come on this day prior to your drop off appointment to arrange for a different day.
- Drop offs that do not follow the procedure will not be accepted. All items will be disposed of.
- If you are a **new consignor** your account with your consignor number will be created **after** your drop off appointment and you do not need to fill these sections asking for that information.

The Consignment Agreement:

Please read and complete this in its entirety. If you have any questions please contact us prior to your drop off appointment. Please be sure your name and address are written clearly and legibly as this is the information used to process your checks. Please retain a copy for your reference and records. Any drop off without a completed Consignment Agreement will not be accepted for consignment.

Items not accepted for consignment:

If you would like to pick up items not accepted for consignment you must select this on the Consignment Agreement and Drop Off Slip. You will have received the pick up day and time in your appointment confirmation email to use if you elect this option. If you are unable to make the pick up appointment please let us know and we will reschedule.

**There are times when we may overlook an issue during the initial sorting that is discovered after your pick up date. In that instance we will contact you and ask what you would like to do with the item(s). A response is required within 2 business days.*

If you do not want these items back, they will be donated. Please see our Courtesy Donation section for information.

What we accept:

We accept clothing and shoes in gently used condition. Clothing includes in-season tops and bottoms, outerwear, snow gear in season, Halloween costumes, accessories, costume jewelry and special occasions. We also carry dance items including leotards, ballet slippers and tap shoes.

Shoes, including infant soft sole, toddler shoes, sneakers, sandals for spring/summer and winter boots in fall/winter. Rain boots are accepted all year long.

We carry sizes from NB to 18/20. We do accept adult sizes in brands and styles that are teen/young adult fashion.

Toys including but not limited to games, puzzles, train sets, art sets, dolls, doll clothing, building sets and learning games. Toys must be less than five years old, in working condition, with all parts and pieces included. If batteries are required, they must be included. If batteries are required and not included or not working your account will be charged the following

AAA, AA	\$1
C	\$2
9 Volt	\$2
D	\$3

Books – infant soft books, toddler board books, early reader books, chapter books, adult fiction and non-fiction. Please see our section on “Buy Out Right” regarding books.

DVDs, Blue Rays, CD’s and video games and gaming systems. Please see our section on “Buy Out Right” regarding these items.

Baby equipment including strollers, exersaucers, play yards, ride on toys, and pack n plays. All baby equipment must be less than five years old, have all pieces included and will be verified for recalls.

We do not limit the number of items you can bring but we may suspend a consignor’s drop off that has multiple drop offs already to allow our inventory from other consignors .

**Please note that this is not everything we accept and that we reserve the right to refuse any items on this list at our discretion.*

Seasonal drop off times:

Spring/Summer → February to July

Fall/Winter → August to January

At the end of each season we will suspend all consignment drop off for a brief time to prepare for transition.

What we don't accept:

Bargain brands	Recalled items	Bedding & linens	Undergarments
Blankets	Pillows	Stuffed animals	Text or reference books
"Inspired" remakes	Car seats	Diaper pails	Infant feeding equipment
Items with missing pieces	Potty seats/training items	Maternity clothes	Play mats
Large furniture items	Appliances	China sets	Stemware
VCR tapes	Toys or baby equipment older than 5 years or unverifiable in date		

NO HOME GOODS OR DÉCOR AT THIS TIME.

**This list is not inclusive of every item we do not accept. It is a guide to assist you. We reserve the right to not accept merchandise for any reason.*

Please ensure your items are in acceptable consignment condition.

Gently used condition means items that are free of rips, stains, holes, tears, fading, pilling, odors, pet hair. Items with broken zippers, missing buttons, excessive signs of wear, tags with the brand and/or size missing are also not acceptable consignment condition. DVDs and CDs must be clear of scratches, in an appropriate case. Books should not be written in.

If you select Pick Up for items not accepted for consignment:

After we have sorted your items there may be some we don't accept for consignment. The Pick Up option is if you would like these items returned to you. Please select this option on the Consignment Agreement. When we have finished sorting your items you will be contacted to arrange for pick up. It is recommended to call or email the morning of your appointment to see if you have any items to avoid an unnecessary trip. If you are unable to come in on the pick up day, we will provide an extension for you pick up if we receive a call or email by the close of business on or before your pick up day. If you do not come in or notify us that you are unable, these items will be considered abandoned and we will donate them. Additionally, there will be a storage fee of \$5/bag, \$10/oversized bag/box or \$20 per bin for all that will be charged to your consignor account.

What will you do with items not accepted if I don't want them back?

The Courtesy Donation Option

We provide a Courtesy Donation option. If you do not want items that are not accepted for consignment returned to you, we will transport them to a donation center or charitable organization. Our courtesy donation option is for items that we may not accept due to overstock, minor flaws, or an occasional oversight. It is not an alternative to sorting your items and preparing them for consignment. Our courtesy donation option is not for items we do not accept for consignment. Misuse or abuse of our Courtesy Donation option will result in a warning. An additional donate drop off that falls outside of the guidelines within 6 months of the warning will result in a suspension of drop off privileges for six months. You will still be able to consign your items during this time with an appointment. We will go through your items with you present and return to you any items not accepted. After the 6 months your drop off privileges will be reinstated. Any subsequent misuse or abuse of our Courtesy Donation option after a suspension will result in the termination of your consignor account and forfeiture of all items and account balance.

The Consignor split:

You receive 40% of the selling price. This does not include the "buyers fee" that is added to the selling price of your items. The buyers fee starts at .99 and increases based on selling price. This is used to off set fees instead of an annual consignor fee.

"Store credit only" consignors will receive 50% of the selling price (excluding the buyers fee).

If you would like to convert your consignor account to store credit only select this option on your consignment agreement. You must have a current balance of zero to change this. Opting for Store Credit Only means you may use your balance to shop in the store but not receive a cash or check payout. If you would like this option, simply select it on your Consignor Agreement. If you

decide to change your account back to a traditional payout, we can do this however your account must be at a zero balance with no active items.

We will not provide you with an inventory of items unless this is requested when you schedule your drop off appointment. To see items accepted for consignment, their status and end of consignment date please utilize www.myresaleweb.com We provide this portal as a courtesy to you at no charge that allows you to track your current consigned items. Go to www.myresaleweb.com Select the state Pennsylvania and our store, Twice As Nice. You will need your consignor number and provide your last name. Once in your account, you will see a list of all items currently under consignment, when their consignment period expires, their selling price and their status. You can also check your balance as your items sell. Once your items have expired, they are no longer available to view.

Receiving a payout:

For account balances over \$10 you must request a check.

We are not providing cash payouts at this time.

Checks are void after 90 days. Any account with a check processed after 90 days will be charged \$10. There is a \$45 fee to re issue a lost, stolen or void check.

In the event of a closure to comply with local, state or federal COVID 19 guidelines we may suspend payouts.

The Consignment Period:

Your items will be on the selling floor for 60 days. After 60 days if you would like any items that may not have sold you can call us to request them to be returned to you. We will arrange an appointment for your to pick up your items after they have been retrieved for you. We need a minimum of 2 days notice to pull your items. Items not picked up at their appointment time without a prior phone call to reschedule will be donated and your account will be charged 25 cents per item.

If you request to cancel your consignment period prior to the 60 day period there is a \$25 plus 25% processing fee.

In the event of a shut down of operations in order to comply with any local, state or federal COVID-19 regulations that last longer than 7 calendar days, your consignment period will be extended. Please contact us and we will provide you with your new end date.

Buy Out Right (BOR):

Buy Out Right is a term used for paying you upfront for items at a lower percentage. We typically do this for items priced under \$4, any items that typically don't have a 60 day selling cycle like books and movies, small toys and for some seasonal holiday merchandise. For BOR items 20% of the selling price will be deposited in your consignor account upon acceptance and processing of the item. We do not pay on the spot for any items and we only BOR these specific small ticket items.

Third Party Accounts and Additional Family Member Accounts:

We do not permit 3rd party accounts. In instances where a consignor would like someone to manage their account for them, we can arrange this with a directive from the consignor and identification from both parties. If an account is found to have not followed our procedures for this, the terms of the consignment agreement will be void. The account will be terminated and all items and balance in the account forfeited.

Sharing your account with a family member is not recommended but preferred by the consignors. If you would like a family member to utilize your account for onsignment drop off, pick up or account credit we require prior authorization. We are not responsible for any accounting distribution or misuse by authorized family members.

In the event the store needs to close to comply with any local, state or federal COVID-19 guidelines we reserve the right to amend the above information without prior notification. This includes but is not limited to: extension of selling period, suspension of consignment drop offs and disbursement of account balances

**Consignment Guidelines Acknowledgement
Fall/Winter 2020**

Please sign this page and return it to an associate with your Consignment Agreement. By returning this signed acknowledgement to us you are confirming that **you have read and understand the policies, procedures and terms of your consignment agreement** or your account may be terminated and any balance forfeited.

This signed acknowledgement **must** be with your initial Consignment Agreement for each season. Additional drop offs within the same season do not require an additional signed Consignment Guidelines Acknowledgement unless there is a policy or procedure change.

I have read and understand the Fall/Winter 2020 Updated Consignment Guidelines.

Signature_____

Date_____