

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

**FALL/WINTER 2021**  
**UPDATED GUIDELINES**

**Starting September 9<sup>th</sup> you can bring your drop off during business hours without an appointment.**

**Thursday & Friday 11 am to 4 pm**

**Saturday 10 am – 4 pm**

**Sunday 12 pm – 3 pm**

**We are closed the following holidays: Labor Day, Rosh Hashana, Yom Kippur, Thanksgiving, Christmas, New Years Day, Memorial Day and July 4<sup>th</sup>. Please note that due to limited staffing there may be times we may need to adjust these hours occasionally. Advance notice will be given if and when possible. Store hours are subject to change in compliance with any local, state or federal COVID-19 or other mandates. If you are unable to come during business hours there are limited appointment times available - please call 610-667-3005 or email [info@itstwiceasnice.com](mailto:info@itstwiceasnice.com) to arrange for a drop off appointment. Please allow 2 business days to respond.**

**Drop Off Information:**

- Drop offs will be “contactless”. Please bring your items to our back entrance located in the Narberth Parking lot. Once you are inside, place your items in the area designated “Consignor Drop Off/Pick Up”. Please do not enter the store beyond this area!
- The consignor guidelines are available on our website to review prior to your arrival. If needed there will be copies available in the drop off area. Please read them carefully. If you have any questions please ring the bell or call (610)667-3005.
- If you are unable to come during business hours please call or email us to schedule a drop off appointment. If you are unable to make your appointment please call no less than one hour prior to the start of your appointment. Your appointment is only scheduled for 15 minutes so if you are running late please let us know as soon as possible to ensure that someone is here to let you in. **No Shows will not be rescheduled. Any drop offs left outside of business hours without an appointment will be discarded.**
- 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. If you have already completed an Acknowledgement of Consignment Guidelines for **the current drop off period** you do not need to sign a new one. A Consignment Agreement is required for every drop off.
- If you would like to pick up any items **not accepted for consignment** and would like your bags/bins returned to you, they will be available one week to the day of your drop off unless otherwise noted at the drop off area. It is recommended to call or email the day before or morning of your pick up day to determine if you have items that weren't accepted for consignment and avoid an unnecessary trip. If you are unable to come in on your pick up day please call prior to the close of business or no less than 1 hour prior to your appointment to avoid any fees.

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.**

### **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.

*\*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. Due to the uncertainty of the

**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. Your pick up day is automatically 7 days from your drop off. 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 contact us to let us know you are unable to come that day, your 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 not including the buyers fee. This fee is added to all items instead of a consignor's fee and allows us to provide [www.myresaleweb.com](http://www.myresaleweb.com) at no cost as well as helps to offset credit card fees and other costs.

**Store credit only consignors will receive 50% of the selling price.**

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.

Store Credit Only means you may use your balance to shop in the store but not receive a cash or check payout. You may use your balance to shop in the store. 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 **prior to your drop off**. To arrange for an inventory of items please call or email. To see items accepted for consignment, their status and end of consignment date please utilize [www.myresaleweb.com](http://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](http://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.

We are also available by phone or email during business hours to assist you with this information.

### **Receiving a payout:**

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

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.

### **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. It is recommended that you call **5 days prior** to your end of consignment period to avoid items being donated or sold without credit to your account. We will arrange an appointment for your to pick up your items after they have been retrieved for you. 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 the store operations are interrupted due to any local, state or federal COVID-19 mandates for longer than 2 weeks your consignment period will be extended for the amount of time we are closed.

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

### **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 3<sup>rd</sup> 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.

## **Consignment Guidelines Acknowledgement Updated Fall/Winter 2021**

Please sign this page, detach it from the guidelines and put in your drop off along 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 Spring/Summer 2020 Updated Consignment Guidelines.

Signature\_\_\_\_\_

Date\_\_\_\_\_