



CONSIGNOR INSTRUCTIONS, TERMS AND CONDITIONS

(Revised for Spring 2024)

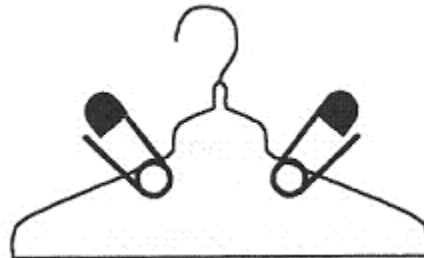
- 1. CONSIGNOR SHARE:** Consignors receive **50% or more** of the selling price of items sold from the beginning of the sale until the end of retrieving. Consignors do not receive anything from items that are donated or abandoned items that are sold at the clearance sales held after retrieving. Consignors can increase their percentages from the sale of up to \$500 of their items by volunteering at Kids Haven. For every hour worked beyond the 4 hours required to be eligible to shop on Volunteer Shopping Night, the consignor's percentage will increase by 1%. For example if a consignor worked for 4 extra hours, their percentage would increase from 50% to **54%** from the sale of up to \$500 of their items. Work for another 4 hours and their percentage would increase to **58%**. And if they worked long enough, they could earn up to **100%** from the sale of up to \$500 of their items! **Note: An administrative fee of 10 cents per consigned item will still be deducted from each consignor's check.**
- 2. ACCEPTABLE CHILDREN'S APPAREL:** Only Spring/Summer clothing and shoes will be accepted at the Spring/Summer sale and only Fall/Winter clothing and shoes will be accepted at the Fall/Winter sale. Sizes accepted: Girls (newborn to size 16) and Boys (newborn to size 20). Junior sizes will be accepted, but please, no adult sized clothing. Shoes, sneakers, boots and all other footwear are acceptable. **ALL APPAREL MUST BE IN EXCELLENT CONDITION!** For clothing this means no tears, stains, worn out knees, excessive fading, missing snaps or buttons, broken zippers etc! Shoes must be clean, have laces, have no holes, have no excessive scuffing etc. Hint: If your items have been in storage containers, please wash them first. **Yellow stains** that appear during storage are the #1 reason clothing items are rejected! **Please ensure everything has been washed or cleaned!**
- 3. OTHER ACCEPTABLE ITEMS:** Anything and everything to do with babies and kids such as: bassinets, cribs, toddler furniture, (cribs, beds etc. will need to be put together at receiving) rocking chairs, high chairs, strollers, slings, gates, monitors, bed rails, crib/toddler linens, diaper pails, bathtubs, booster chairs, infant swings, playpens, toys, books, videos, games, outdoor toys and car seats. **CAR SEATS** must be less than 5 years old and must be impeccably clean so please wash any removable padding! Car seats must have the date of manufacture stickers visible on the car seat and you must know the "history" of the car seat to ensure that it has not been in an accident. Please include any instructions, locking clips, anchors, etc. that you may have with your car seat. **Please ensure everything has been cleaned and disinfected!** **Note: Space limitations may require Kids Haven to limit the total number of items individuals can consign and duplicate large items may be kept off the sales floor until space allows.**
- 4. CONSUMER PRODUCT SAFETY IMPROVEMENT ACT of 2008:** The Consumer Product Safety Improvement Act of 2008 (CPSIA) made it unlawful to sell any product that has been recalled by the

Consumer Product Safety Commission. To comply with the law, consignors must check the CPSC Web site (<https://www.cpsc.gov/Recalls>) and select 'Babies and Kids' as the category for information on recalled products before consigning their items. Consignors should pay particular attention to cribs and play yards; children's products that may contain lead, such as children's jewelry and painted wooden or metal toys; flimsily made toys that are easily breakable into small parts; toys that lack the required age warnings; and dolls and stuffed toys that have buttons, eyes, noses or other small parts that are not securely fastened.

5. **ITEMS NOT ACCEPTED:** Adult Sized Clothing; Used Socks and Used Underwear (NEW socks and new underwear in original packaging are fine.); Car Seats that are more than 5 years old; Stuffed Animals unless they meet the standards of the CPSIA and do something (talk, move, play music, etc.); and All Items with uncorrected CPSC recalls.

6. **HANGING:** All clothing must be correctly hung on hangers. (All types of hangers are fine!)

- Tops, coats, etc. must be hung with the hook (open side) of the hanger pointing to the right sleeve of the item (if you are looking at front of garment the hanger makes a question mark "?").



PLEASE USE LARGE (~1") REGULAR DUTY SAFETY PINS
DO NOT USE HEAVY DUTY PINS WHICH CAN DAMAGE SOME CLOTHING!

- Pants, shorts, skirts, etc. must be hung by the waistband and safety pinned to the hanger.
- Safety pin sets securely with pants hung on the backside of the shirt and pinned at the waist on the hanger. Both pieces can be viewed without unpinning them. **No straight pins!**
- Baby bibs, undershirts and other loose items can be packaged together in zip-type baggies. **Place a removable label and UPC barcode on the outside of bag.**
- **Label sizes 6 mo., 2T, 8 etc.** PLEASE DO NOT just use S, M, L or XL.
- Please **do not** mix different sizes together to make an outfit.
- Please ensure all snaps are snapped, all buttons are buttoned and all zippers are zipped.
- Our volunteers appreciate it when your clothing is organized by gender and size.

7. **TAGS, LABELS and UPC BARCODES:** Order your tags, labels and UPC barcodes on line and I will mail them to you at no cost! All items must be pre-tagged when they are brought in on receiving days. **All tags must have a UPC attached as well as an item description, size and price (see examples shown below).** Put a large "D" on the tag of any item that you want to donate after the sale. All items marked with a "D" will automatically be discounted during our price reduction sale days and will be

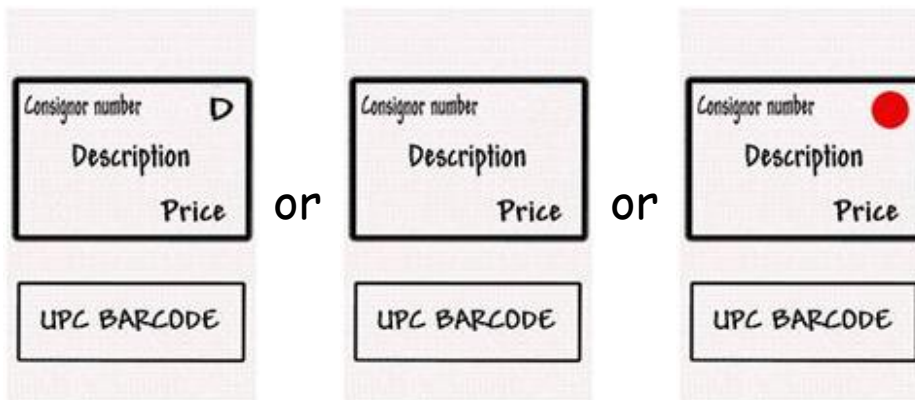
donated to worthy local charitable organizations if they remain unsold. If you prefer to retrieve your unsold items, do not put "D"s on the tags and they will be available for retrieval during the designated retrieval day(s). Additionally, if do not want to discount an item that you intend to retrieve, put a **BIG RED DOT** on its tag and/or label. Those items will remain on the sales floor but customers will asked to pay full price during the price reduction sale days. Please make sure you red dot your items before we open to the public. You will not be able to put red dots on items after we have opened to the public. (Note: A tag should not have both a BIG RED DOT and a D on it. If that should happen, the D will take precedence and the item will be discounted during our price reduction sale days then donated if unsold.)

Examples of tags and UPC barcode positioning.



Examples of labels and UPC barcode positioning.

For games, puzzles, books, videos and other items which will not accommodate the use of a tag, please use a removable label with your Consignor Number, description, price and one UPC barcode as shown below.



IMPORTANT: BARCODES FROM PREVIOUS SALES CAN NOT BE USED!

8. ATTACHING THE TAGS: Tags must be securely attached to all items. The following are acceptable ways to securely attach the tags to clothing items:

If the clothing has a manufacturer's tag, the Kids Haven tag can be attached to it by a tagging gun, pinned to it with a safety pin through the string loop, or by looping the Kids Haven string loop through the manufacturer's tag loop. i.e.



If the clothing item does not have a manufacturer's tag, the Kids Haven tag can be attached to a hidden inside seam by a tagging gun, or its string can be looped through a buttonhole or belt loop or it can be pinned to the item with a safety pin through the string loop.



Never use a tagging gun to attach the Kids Haven tag to anything but the manufacturer's tag or to a hidden inside seam... doing so can damage the item and result in the item's rejection. If items are brought in hung or tagged incorrectly they will not be accepted for consignment.

9. **SHOES:** Shoes require a tag and please put your consignor number (in pen) on the sole (bottom) of any footwear. This will help us identify the owner in case the tag comes off and is lost. **Please secure shoes together with a large safety pin or zip tie!**

10. **TOYS:** All toys that have loose pieces, i.e., puzzles, toys with balls etc. need to be secured properly. **Large Zip Lock bags and clear packing tape works well!** Puzzles should be in plastic bags or wrapped with saran wrap and then taped.

11. **BATTERIES:** All toys, games, crib lights, etc. that require batteries must be brought in at receiving with batteries in them so we may see that they work properly and that the customer wishing to purchase your item can also verify that it works. Batteries will not be returned.

12. **PRICING:** Please keep in mind that our pricing guidelines are only guidelines. **YOU** are in control when it comes to pricing your items. And because you are not only a consignor, but in most cases a shopper, you must ask yourself, "**Would I pay this price for this item in this condition?**" The more common and easily purchased the item is the less the percentage of retail it will sell for. High dollar items such as strollers, large outdoor equipment, cribs, etc. will sell well at 50% or more of their current retail because the savings on a \$60 item at half price is much more substantial than it is on a \$6 item. The condition and to some extent, new cost, should gauge how you price your items. Generally, toys and large baby items hold their value better than clothing. Clothing is usually priced at 1/3 to 1/4 of retail based on condition. Think about the following as well when you are pricing:

- **Minimum price is \$1.00. Please price all items in increments of 50 cents.**
- When writing the price on your tags and labels, please make every effort to make it clear. When there are no cents in the price, please draw a line (\$4--) or leave it blank (\$ 4).
- It is reasonable to price items in good to excellent condition at 1/3 to 1/4 of the retail sale price. The better the condition, the more popular or unique the item, the higher the percentage.
- Carefully consider the age and condition of an item when pricing.
- It makes it easier and you will be more consistent if you price all of the same type items together (for example: price all of your jeans together, all of your shirts together, etc.). This will allow you to compare the items condition and price accordingly.
- Whenever possible, match items and sell as an outfit.
- Smaller, inexpensive items grouped as a set will typically sell better than individually.
- Remember, pricing and packaging have a lot to do with how well your items sell.
- For some of the larger, more expensive items you may want to spend a few minutes researching online to determine what people are willing to pay second hand. If after researching you are still having difficulty pricing your larger items please ask us for assistance. If we notice larger items that have been significantly under valued we may attempt to contact you and will increase the price to reflect its true value.

13. **INSPECTION:** We inspect all merchandise when you bring it in for sale. A good rule of thumb to apply is: **If you wouldn't buy it, don't ask us to sell it.** After inspection, you will have the opportunity to take any rejected item(s) home for repair and/or cleaning and resubmit the item(s) or donate it/them to local area charities. The barcodes and prices of all items will be scanned into the computer at receiving so no items can be accepted without barcodes. After receiving, each consignor will receive a computer generated inventory list of their items. The inventory list provided will have the UPC barcode, category and the price set by the consignor for each consigned item.

14. REJECTION: We are very selective and we reserve the right to reject any item. If your items have been in storage containers, please wash them first because **Yellow stains** that appear during storage are the #1 reason items are rejected! We strive to accept only items in excellent condition. For clothing this means no tears, stains, worn out knees, excessive fading, missing snaps or buttons, broken zippers etc! Shoes must be clean, have laces, have no holes, have no excessive scuffing etc. If we subsequently find a problem with an item that was overlooked at receiving, that item will be placed in the back room and will not be put out on the sales floor. During retrieving, you may sort through the rejected items and take your items home.

15. VOLUNTEERS: Volunteers are essential for organizing a successful Kids Haven sale. Volunteering can be hard work, but it can also be a great way to make new friends, have some fun and earn the special benefits that only volunteers enjoy. Just remember that when you reserve a volunteer shift, you are making a commitment that you will:

- Promptly release any future shift that you will not be able to fulfill.
- Immediately notify Kids Haven if you can't fulfill a shift scheduled within the next 3 days.
- Email proposed menus for meal shifts to Angela@Kids-Haven.com for approval.
- Show up for your scheduled work shift on time and ready to work.
- Make arrangements necessary to keep outside distractions to a minimum.

Then, if you volunteer **8 hours or more** you can shop from **6 pm to 9 pm** on volunteer shopping night. If you volunteer **4 hours or more** you can shop from **7 pm to 9 pm** on volunteer shopping night. To reward those who volunteer more than the minimum, volunteers within each category will be admitted to the store based on the total number of hours that they have helped. Volunteer hours must be completed before the presale night unless given prior approval. *Note: Since it is impossible to accurately predict when volunteers will be most needed, Kids Haven reserves the right to release volunteers from their shifts when they are no longer needed.*

16. RETRIEVING: Items marked for donation will be removed from the floor before retrieving begins. All other items will be reorganized to make it easier for consignors to retrieve their items. Therefore, all items that are not retrieved on the scheduled pick-up day will be treated as abandoned property and will either be sold during the Clearance Sale or donated to worthy local organizations.

17. EXCLUSIONS: KIDS HAVEN is **NOT** responsible for items that are lost, stolen, damaged, mis-tagged, abandoned or destroyed due to fire or act of God and **NO** reimbursements will be made to the consignor for such items.

18. FINAL ACCOUNTING AND CHECKS: Consignor checks will be sent by first class mail about a week after the end of the sale. Kids Haven will purchase the envelopes and provide the postage so consignors do not need to provide self addressed stamped envelopes. Since the Final Accounting Reports can now be downloaded and printed from your on-line Kids Haven account, printed copies will not be provided unless you specifically request one. Printed copies cost 10 cents per page.

If you have any questions please visit our website www.kids-haven.com; send an e-mail to me at Angela@Kids-Haven.com or call me at (540) 219-8404.

Remember to tell EVERYONE you know about the SALE!

Angela D. Sani