

??? **FREQUENTLY ASKED QUESTIONS** ???

How Much Can I Bring in at Once?

You may Drop Off your Items Once a week by following these guidelines:

(1) small Walmart type t-shirt bag without an appointment once a week **OR**

(1) LARGER bag or box with an appointment once a week

Due to storage limitations, your scheduled bag, box or tote must not exceed the size of a standard 13 gallon kitchen bag

No Black over size bags or paper bags

How Long Does it Take to Process My Items?

Allow 3 weeks for your items to be processed.

Jewelry in large lots run 3 months behind everything else.

Our jewelry display is a much smaller section so in order to allow all consignors an equal amount of time of 45 days, there is currently a "waiting line" for your jewelry items.

We store those for you until room becomes available for new pieces.

Place all jewelry in a ziplock bag.

Jewelry pieces missing stones, tarnished, earrings missing backs, out of style or tangled up will be considered unsellable and will be sent to the recycling center.

How Do You Price My Items?

All non clothing items such as; shoes, purses, toys and tools are priced based on it's current resale market value.

We spend a good amount of time researching online sites to find the best resale price for your items.

For clothing we use a flat rate pricing model. This makes it easier for us to tag it all in an efficient amount of time

Clothing Prices are as follows:

Infant - 24m starts at \$1.99 each

Children 2t-16/18 start at \$3.99 each

Adults: Men/Women start at \$4.99 each

Girls Dresses: Start at 4.99 each - Ladies Dresses start at \$8.99 each

We do make an exception for more popular brands such as:

Adidas, Nike, Lilly Pulitzer, The North Face, Justice, Under Armor, Michael Kors, and Columbia to name a few.

What Happens to My Items If...?

Any Item we can not process due to damage, out of season or out of style are automatically donated.

Items that we do process, remain on the floor up to **45 days** based on space availability.

Inventory remaining on the floor after 45 days is discounted 50% off until sold or is donated.

YOU CAN PICK UP

Every consignor will have online access to their account activity

FREE OF CHARGE to monitor your account.

Keep watch on those EXPIRE dates so you know when to pick up your unsold items.

Come at your convenience in **before** the 45 days are up to ensure they are not pulled for donation.

DONATED

All donated items are identified on your account as "**DONATED**" and sent to The Whispering Pines Thrift Shop.

At the end of the year we send you the

Whispering Pines Thrift Shop donation receipt.