



## I'm a Consignor...Now What?

*Dear Consignor,*

*We would like to thank you for choosing To Be Continued as your consignment shop. The following are answers to our most frequently asked questions. If you do not find the answer to your question here please do not hesitate to stop by, call us at (613) 258-0166, or check our website ([www.tbcconsign.com](http://www.tbcconsign.com)).*

*We look forward to continuing our consignment partnership with you.*

*Sincerely,*

*Shelley, and the Staff of TBC*

### **How does consignment work?**

We sell your items on your behalf. TBC handles the sorting, pricing and selling of your items. We pay you a 40% of the sale price?

### **Have all the items I have dropped off been accepted for sale?**

*No, we use a drop and run system which means you drop your items off and the final decision for accepting items is made when the items are being tagged.*

### **Who sets the sale price for items?**

*To Be Continued consignment shop does all the pricing.*

### **How long will it be before my items go on the sales floor?**

*Generally your items will be inventoried, tagged, and placed on the sales floor within 2 business days.*

### **How will I know if something sells?**

*You are welcome to call or stop by to check on the status of your account. You can also check your online account to find out how much money is in your account. We DO NOT call you when your item sells.*

### **How do I check my online account?**

Go to [www.tbcconsign.com](http://www.tbcconsign.com). Then click on consigning and check your account. This will bring you to my resaleweb.com where you need to locate To Be Continued in the pull down menu, then type in your consignor number and last name. This will give you the balance in your account as updated at the end of each business day.

### **How will I be paid for my items?**

*You have three options:*

*1) You can use your balance as store credit at any time;*

- 2) You can request a cash payout for amounts under \$50.00;
  - 3) You can request a cheque payout for amounts over \$50.00
- If you are requesting a payout we ask that you provide us at least 24 hours notice.

### **How long will my items stay on the floor?**

*Your items will remain on consignment for 60 days.*

### **Will I be contacted when it is time to pick up my items?**

*NO, it is YOUR responsibility to keep track of your expiry date. If you would like any items that have not sold returned, you must request your items to be pulled at least 24 hours in advance of your expiry date. **You will have 7 business days following your expiry date to pick up any pulled items, on the 8<sup>th</sup> day they will be donated to charity.***

### **What happens if I do not want my items back?**

*Following your 60 day consignment period your items will be pulled from the sales floor and donated to a local charity.*

### **What if I have more items to consign?**

*You are free to drop off your items any time that is convenient to you. No appointment is necessary. Items MUST be freshly washed and folded neatly in a bag (No garbage bags, please.), box, or bin. For each drop off you will fill out a Drop & Run form. You will indicate whether you would like any items we cannot accept for sale to be "saved" or "donated".*

### **What happens if I check "saved" on the Drop & Run form?**

*You will be contacted by phone if there are items to return to you. You have 7 business days to pick up your items, on the 8<sup>th</sup> day they will be donated to a charity.*

### **What items can I bring in?**

*For a complete list please visit our website at [www.tbccconsign.com](http://www.tbccconsign.com)  
For a brief list we will accept the following: Children's and maternity clothing, gently used toys with all working pieces and batteries (if required), car seats still within their expiry period, cribs not more than 8 years old, baby equipment (highchairs, strollers and swings), crib bedding, baby blankets, diaper bags, new or lightly used cloth diapers, children's bathing accessories, children's and maternity/parenting books, and children's movies.*

*If you are unsure if we would accept an item please feel free to call us.*