

FAQs - Consignors

Q. Do I have to choose a specific drop-off time?

A. Yes, you must select a specific drop-off day (Monday or Tuesday) and a 2-hour time block. We are open for drop-off 9:30am - 1:30pm and 5:00pm - 9:00pm. For registered consignors, Click [HERE](#) to select your drop off time.

Q. How do I attach items to a hanger? Can I use straight pins or a tagging gun?

A. Use safety pins for clothing items. Tagging guns are permitted; however, they tend to create holes in the clothing. If you use a tagging gun, either put the tag in a seam (shoulder or arm) or in the clothing tag. We will not accept any item with a hole, even if it's from the tagging gun.

Q. How do I connect shoes, puzzles, things with lots of pieces, etc?

A. Shoes can be connected by a zip tie or put in a plastic bag and attach the tag by either tapping it to the bottom of the shoe, safety pinned to the shoe, or taped on the bag . Be sure the shoes are secured together so the shoes do not separate. Puzzles can be wrapped in cling wrap or put in a zip lock bag. Items with lots of pieces - put pieces in zip lock bags or cling wrap and attached to the big item with a zip tie or tape.

Q. Can I use colored (non-white) card stock for my tags?

A. Use **white card stock** only when printing your tags. Regular paper tags fall off or don't scan. We have found that colors other than white do not scan well at checkout.

Q. Do I have to hang/place my items on the sale floor?

A. No – we do it all for you. Once your items have been inspected and approved by our screeners, our fabulous volunteer crew will sort and put out all of your items on the sale floor for you. We will also have your clothes gathered and ready for you to pick up after the sale is over. We try to make the consignment experience as easy and enjoyable as possible.

Q. Are children allowed at the early shopping times?

A. Children under 10— including babies in strollers or carriers— are NOT allowed at the early shopping times. They are welcome during public sale days.

Q. Why are children under 10 not allowed at the early shopping times?

A. Because of the space limitations and the amount of people allowed to shop during the early shopping times, children under 10 are not allowed. This includes children in strollers, carriers, and wearing infants. It is for the safety of the shoppers, children, and volunteers. Children of all ages are allowed Friday at 3pm during Volunteer and Consignor ½ price shopping as well as Saturday. Once the sale is open to the public starting 8am Friday, all ages are welcome.

Q. When will I receive my check from the sale?

A. Your check will be ready for you when you come to pick up any remaining items from 1:00 pm - 3:00 pm on the Sunday immediately following the sale from. If you prefer, you may bring a **self-addressed stamped envelope with you to drop-off** and we will mail your check to you.

Q. What happens to my items if I do not pick them up in time on Sunday?

A. Unless previous arrangements have been made and approved by us in advance, any unclaimed items remaining after 3pm on Sunday will be considered “donated” after that time and used for charitable purposes as determined by us.

Q. How do I know if I am eligible for early registration?

A. If you have been a consignor or volunteer with us within the last three calendar years, you are eligible for early registration. Your status in our database will automatically select your email to receive an early registration link, allowing you to register before we open any remaining spots to the public. If you are not eligible, you may register when we open to the public if any spots remain. Volunteering for the current sale will earn you eligibility for early registration at the next sale.

Q. Do you have a minimum amount required to consign?

A. Yes. We require a minimum of 50 accepted items to consign. This helps us manage the time and space for the sale and helps make it worth your time to participate in the sale.

Q. Do you have rules for how to hang and tag your items?

A. Yes. Please view our tagging guidelines and watch [this video](#) to see a demonstration of properly hanging items.

Q. What if I need to cancel my consignor spot?

A. We understand that life happens, so if you need to cancel, you must do so before the cancellation deadline. The deadline is in place to allow ample time for your spot to be filled by someone on the waiting list. The deadline is 14 days prior to the first drop-off appointment and falls on a Monday. If you cancel after the deadline or fail to show up to drop-off, you lose your eligibility for early registration for the next sale.