

January 2010

Dear Customers and Clients,

Please keep this **Consignment Checklist handy and use it when you are preparing your items for the Spring and Summer take-in period.** The Consignment Checklist is my 'cheat sheet' – it tells you what I am looking for when I go through your items and will help you understand why I reject items for resale.

The Golden Rule is always:

The better it looks, the faster it will get out on the floor, and the faster it will sell.

The Consignment Checklist

1. Bring your items in on hangers. It makes processing faster. Items put into a garbage bag may wait for weeks to get hung up and tagged; and they likely won't look as good as the day you carefully put them in!

2. Bring only 25 items in at a time. If you have more to consign, wait a minimum of two weeks between drop-offs. **Maximum of three drop-offs** per season.

3. Make sure the items are cleaned and pressed.

Take your time inspecting your items to bring in.

- Check cuffs & collars – dirt collects along the edges.
- Check to make sure all buttons are intact and zippers work smoothly.
- Check all seams, hems and linings to make sure they are not torn, or have come loose.
- Check carefully for moth holes in woolen items.

4. Dry clean-only items must be freshly dry cleaned.

If is not clean, we will have to either reject the item (even if it is beautiful, because customers won't buy soiled items) or we will have to reduce the selling price to accommodate cleaning. Either way we both lose.

5. Look for stains. The bright lights in the shop reveal stains readily. Take the time to look the garment over – and if you find a stain, please **DO NOT** bring it in.

6. Ask yourself some hard questions:

- Would I want to buy this item?
- Is it less than **two years** since I bought the item?
- Is it showing signs of wear?
- Is it pill-y? Even cashmere can lose its allure if pill-y!

7. Please don't bring your 'consignment rejects' to us. Our customers are a savvy crowd; they often visit all the area consignment shops. If your items have been hanging on a rack at another resale store and did not sell there, please don't bring them to us. If it didn't sell the first time around, it won't sell at The Clothes Secret.

8. Don't forget jewelry, accessories, and shoes.

These are big sellers. Bring your items in good condition -- clasps in place, no missing stones or pieces, heel lifts in good shape, scarves folded and pressed – and you will do well. If you are bringing in leather shoes and boots, buff them with leather conditioner or polish. It makes the leather shiny and new-looking and they will sell faster, and for more money.

9. Take the time to iron. Most of us hate ironing ... but when it comes to linen and cotton, you must iron. Crisp cottons and pressed linen often sells faster than we can put them on the racks!

10. Understand the volume we are dealing with – it may take time to get to your items. We have 3500 clients and at least 2000 will bring in items each seasonal take-in period.

That means if 2000 people bring 20 items each, we will process 40,000 items each season. Please be patient.

As always, thanks for being a great partner in the success of The Clothes Secret.

Valerie MacIntosh