
Encore Consignor Reference

This information has been compiled to assist you as you select and prepare items to consign at Encore. As these lists were developed, the following factors were considered:

- Safety or hygiene concerns
- Space constraints
- Demand by Encore shoppers

Also keep in mind...

- **Individual items with a resale list value less than \$5 will not be accepted**
- Oversized items with a resale list value less than \$50 may not be accepted.
- **All items must be cleaned and/or polished and free of any damage. Soiled, cracked, broken, stained, chipped or badly tarnished items will be returned.**
- **ANY ITEMS carried in smelling of smoke, mothballs, mustiness, or mildew will automatically be returned to you**
- **Items which require hard-wire installation (unless new in original factory-sealed packing) may not be consigned**
- **We do not consign individual mugs, glassware or dining place settings. Must be matching sets serving at least 4 persons**
- **Mirrors, pictures and other wall décor MUST HAVE hanging wires or hooks.**
- **We allow about 30 minutes per consignor**
- **Depending on current inventory levels, we will examine 30-50 items.** Weekly limits are determined at the end of the previous week and are relayed to consignors via weekly E-Mails.

CLOTHING GUIDELINES

- Due to limited space, **you may consign clothing once every 4 weeks** and we may accept up to 20 items. We suggest you bring a few extra in case there are items we cannot consign.
- **Current Styles:** Fashions and accessories PURCHASED NEW within the past 3 years. *That dress may still have tags on in it, but it's from the 90's! Our shoppers look for current styles.*
 - No pleated skirts or pants
 - No jackets/blouses/tops with heavy shoulder pads
- **Condition:** Cleaned, pressed and carried in on hangers. Mint condition
 - We will not accept clothing without manufacturer tags or care labels **or** items with stained tags
 - **Bathing suits, lingerie or nightwear must be new with original tags attached**
- **Specific Category Restrictions**
 - **Menswear**
 - No Suits
 - No Pants
 - No Ties
 - **Gowns (formal) with approval**
 - **No Bridal / Bridal party gowns or accessories**
 - **No fur coats or jackets.**
 - **No BELTS unless upscale designer**

- **We no longer consign CHILDREN'S clothing, shoes or accessories. We will continue to consign games and toys.**

THE FOLLOWING HOME & GARDEN ITEMS ARE NOT ACCEPTED OR INCLUDE RESTRICTIONS

Kitchen/Dining

- Appliances – Must be new in factory-sealed original packaging
- Coffee / Tea sets
- Silver plate serving pieces
- Soup Tureens
- Beer Steins
- Lenox Cream & Gold China & Décor
- Food products including spices, coffee and teas
- Decanters
- Clear glass: wine glasses, service pieces, etc. Preference to better labels (Waterford, Orrefors, Lenox, etc)

Bedding / Linens/Window

- Only NEW, in unopened packages. Includes pillows, mattress pads, bed skirts and comforter sets
- Placemat: Sets of 4 or more
- No blinds, curtain rods, cornices, upholstered valances and custom window treatments.
- Curtains: New in package ONLY

Décor/Collectibles

- Ashtrays (antique or collectible only)
- Collector plate series and collector figurines
- Commemorative / souvenir / special event items with dates, events or business logos
- Dolls & stuffed animals (new items with approval)
- Floral Arrangements with approval
- Florist vases
- Vintage “knick-knacks” with approval
- Contemporary style lamps – must include shades

Technology

- Computers, scanners, keyboard/mice, fax machines, copiers, video gaming systems and related software (must be NEW, factory-sealed packaging)
- Briefcases/computer bags
- Cassettes, VCR and audio books on tape

Miscellaneous

- Bags of miscellaneous or unrelated items
- Battery operated items without batteries
- Board games, puzzles & craft kits – only NEW, factory sealed
- Dollar store items
- Fabric / Material – only in lengths of 3 yards or more on rolls
- Sporting / exercise equipment unless antique or collectible
- Cosmetics - Perfumes, soaps, lotions and makeup – only new, sealed and unexpired

Encore Consigning – Standard vs Drop-off vs Express

STANDARD	DROP-OFF	EXPRESS 10 items or less
<ul style="list-style-type: none"> • M – W – TH 9am • First Come, First Serve. Numbers handed out at 8:30 • Sit with a volunteer to discuss items and pricing • Often can involve a waiting period until your number is called • Items that cannot be consigned are returned to you 	<ul style="list-style-type: none"> • M – F 9:30 – 3 • Sat 9:30 – Noon • Up to 25 items • Wait a few minutes while we look through the items and return unusable items to you • Items inventoried and priced within 24 hours • Item lists E-Mailed 	<ul style="list-style-type: none"> • M – W – TH 9am • First Come, First Serve. Numbers handed out at 8:30 am • Sit with a volunteer or staff person to discuss items and pricing • Wait period is usually shorter than standard consigning.
Earn 62% of selling price	Earn 50% of selling price	Earn 62% of selling price
Unsold items may be reclaimed within specified time period	Unsold items may be reclaimed within specified time period	Unsold items may be reclaimed within specified time period
Limits on certain categories may apply	Limits on certain categories may apply	Limits on certain categories may apply
On-line account access	On-line account access	On-line account access
Annual Registration Fee= \$20	Annual Registration Fee= \$20	Annual Registration Fee= \$20
28 - day consignment period	28 - day consignment period	28 - day consignment period

Encore Consigning – Reclaim Your Unsold items

IF YOU WANT TO PICK UP ITEMS THAT DID NOT SELL, NOTE THE FOLLOWING PROCESS. If you choose not to reclaim these items, it is considered a donation to Chester County Hospital, a registered Non-Profit organization. Donation receipts are available.

1. Note the pickup day on your item list. This is the FIRST DAY that you can reclaim unsold items. You have two (2) grace days after this date. The Encore Shop does not permit consignors to pick up items prior to the pickup date
2. When you come to the shop, come to the back desk to get a list of the unsold items
3. Using this list, locate your items and bring them to the back desk. A volunteer or staff person will remove the tags and your account will be updated.
4. If you cannot come in to reclaim items as scheduled, you may have a friend or relative come in your place.
5. **NEW 2019-2020: You may also contact the Encore Shop and arrange for your items to be collected and ready to be picked up. The fee for this service is \$5.**

On-Line Access to Your Account

After establishing your account AND selling at least one item, you will receive an email from us with instructions. Your initial login and password are both the same, your E-Mail address. You may opt to change your password but most find it easier to leave the fields as they are.

<http://consignorlogin.resaleworld.com/encoreshop/>

New to Encore? How This Works!

1. When you arrive at the shop, take a number (at the top of the steps)
 - a. White Numbers are for Standard Consignors
 - b. Black Numbers are for Express Consignors

If you arrive before 8:30 am: Traditionally, the first person to arrive sets out a piece of paper on the porch where the next consignors can “sign in” to keep arrivals in order. When the numbers are handed out, this list will be used to determine “first come – first serve” order.

2. Note the large white board mounted in the window of the porch. It has 3 sections: Consignor Number, Express Number and Clothes to Back. These numbers are changed as we advance through the morning
 - a. **Consignor Number:** This is where you watch for your number for Standard Consigning
 - b. **Express Number:** This is where you watch for your number for Express Consigning
 - c. **Clothes to Back:** If you have clothing to consign, it is processed prior to sitting at a table. When your number appears in this section, please take your CLOTHING ITEMS (on hangers) to the back of the parking lot where there is a ramp. The clothing will be examined, sorted and rehung. Any items we cannot consign along with your hangers will be returned to you. Then watch for your number at the top of the board to be called to a table.
3. When your number is called, bring your items in, lay them out and work with a volunteer to inventory and price your items.

NOTE: Each consigning morning, a staff person or volunteer is designated as a “mentor” for new consignors. They will assist with navigating what seems a confusing system. Just let us know that you have not consigned at Encore in the past and we’ll get you started.

Consigning at Encore is a collaborative effort. Our staff and volunteers are trained to help you list and price your items. While we welcome your input in the pricing process, we may suggest different prices based on our experience and historical sales data.