**HOW CONSIGNMENT WORKS:**

Welcome to The Thrifty Songbird! We’re excited to partner with you in selling your items through our consignment program. Please read through this manual carefully to understand out process and policies.

1. **CONSIGNMENT PROCESS:**
	1. **Item Evaluation:** Bring your gently used items to our store or send clear images via WhatsApp or email during our business hours. Jess will evaluate your items based on condition, market demand and the store’s guidelines.
	2. **Consignment Agreement:** Upon acceptance of your items, you will be required to sign a consignment agreement outlining the terms and conditions of the consignment, including pricing, commission and duration.
	3. **Pricing:** Prices are discretionarily marked by The Thrifty Songbird based on demand and condition of each item. The Thrifty Songbird reserves the right to run sales and mark downs as needed to move stock. This does affect the payout to the consignor for their portion of the commission.
	4. **Display:** Accepted items will be displayed on the store website and marketed on social media platforms. Jess aims to maintain a high standard of marketability on all items in order to maximize visibility and sales potential.
2. **CONSIGMENT TERMS:**
	1. **Commission:** Jess offers a standard 30/70 percent commission split upon sale for each item – 30 percent to the consignor, and 70 percent to The Thrifty Songbird (The Consignee)
	2. The Thrifty Songbird’s commission on each item is discretionary and market

related, based on condition and demand of the item. The mark up on this item is not percentage driven and covers the store for the time and effort spent on marketing your item. The Thrifty Songbird reserves the right to price items as they see fit and will not accept negotiation of sale prices.

* 1. The commission split of 30% percent due and payable to the consignor for all sold items will be paid out monthly at the end of the month. The markup value is marked at the discretion of our store, and covers the time and effort spent on marketing, advertising and displaying your items for the duration of this agreement.
	2. **Duration:** The consignment period is typically 8 weeks, as agreed upon in the consignment

Agreement. After this period, unsold items may be subject to markdowns, or returned to the consignor. The store can also offer you an option to donate the items on your behalf at the consent of the consignor.

* 1. **Mark Downs:** To facilitate sales, items may be subject to markdowns and sale drives at the discretion of The Thrifty Songbird.
1. **PAYMENT:**

* 1. **Payment Schedule:** Payments for sold items are typically processed monthly at the end of each month and is paid via eft to the consignors bank account.
	2. **Account Statements:** Consignors will receive a monthly breakdown detailing the sales of their items and all applicable payments.
1. **COLLECTION OF UNSOLD ITEMS:**
	1. **Expiration of consignment:** At the end of the consignment period, consignors must collect any unsold items within 5 days. Failure to do so may result in the items being donated or disposed of at the discretion of The Thrifty Songbird.
	2. **Notification:** Consignors will be notified prior to the expiration of the consignment period to arrange for the collection of any unsold items.
2. **ITEM CARE:**
	1. **Condition:** Items must be clean, in good condition, and free from damage or defects. The

Thrifty Songbird reserves the right to reject items that do not meet our quality standards.

* 1. **Maintenance:** While in our possession, we will take good care of consigned items. However,

The Thrifty Songbird is not responsible for any damage or loss that may occur.

1. **ADDITIONAL POLICIES:**
	1. **Refunds/Returns:** All sales of consigned items are final. We do not offer refunds or accept returns unless the item is significantly not as described.
	2. **Ownership:** Consignors retain ownership of their items until sold. However, once an item is sold, ownership transfers to the buyer, and The Thrifty Songbird is not responsible for any disputes regarding ownership.
	3. **Communication:** Consignors are encouraged to communicate any concerns or inquiries regarding their consigned items promptly.
2. **CONTACT INFORMATION:**

For any questions or assistance regarding our consignment program, please contact:

The Thrifty Songbird

15 Ravenswood road, Parklands

0848882686

hello@thethriftysongbird.com

[www.thethriftysongbird.com](http://www.thethriftysongbird.com)

Thank you for choosing The Thrifty Songbird for your consignment needs. We look forward to working with you!