

# CONSIGNMENT RETURNS PACKING GUIDELINES

Read these instructions **BEFORE** your Sale!

*Thank you for hosting a Consignment Sale!*

Please read these instructions **before** your Sale and share this page with your volunteers. Following these guidelines will help us process your returns more quickly, saving valuable time and resources.

- > **Keep the original packaging** and packing material for returns. During your Sale, you can hide these materials under the tables in SKU order from left to right.
- > **Do not write on original packaging, including boxes, price tags, and bags.**
- > Put unsold merchandise back in its original bag or box. **Please don't put items in the wrong bag or box**, as this delays processing your returns. If you do not have the original bag, please use a new plastic bag (sealable sandwich bags work well) and write the item number on the bag with a marker.
- > **You will not be credited for items rendered unsellable** due to poor packaging or for returned food.
- > Please **mail payment separately** in the envelope provided.

**X DON'T** return any food items. We are not allowed to resell food, and glass bottles can easily break and damage other items in the box. These photos show a sticky mess from a broken jam jar and blue tape that renders boxes unusable (also windchimes were packed in olive oil boxes which required repacking by our staff).



**X DON'T** pack loosely as items may break or jewelry may become tangled and damaged. **If it shakes, it breaks!**

**✓ DO** pack items carefully in their original packaging or in new labeled plastic bags and pack snugly. **This photo shows A+ returns packing.**



**✓ DO** pack your returns in as small of space as possible. Cut Servv boxes down at the corners to the lowest creased line for the smallest size that holds your items. Please don't add unnecessary filler. **The smaller the box, the less we pay for shipping.**



These issues cause us to lose valuable potential sales and lengthens the processing of returns, ultimately costing us more. **Thank you for taking the time to pack your returns carefully!**