



## **REGULAR CONSIGNOR INFORMATION AND RULES**

- BUSINESS HOURS:** Tuesday – 10 am to 8 pm  
Wednesday, Thursday, Friday, Saturday – 10 am to 5 pm
- CONSIGNMENT HOURS:** Tuesday – 1 pm to 3:40 pm – Appointments Only  
Tuesday – 4 pm to 6:40 pm – Walk-Ins Only  
Wednesday, Friday – 10 am – 12:40 pm – Appointments Only  
Thursday, Saturday – 10 am – 12:40 pm – Appointments & Walk-Ins
- CONSIGNMENT WEEK 1:** Consignment Week 1 - Items are consigned from Tuesday through Saturday of the first week.
- CONSIGNMENT WEEKS 1-4:** Items are on the floor for the remainder of Week 1 and Weeks 2-4 at full price. You will get 60% of the price of any items sold. You may check for sold and unsold items at any time during business hours.
- CONSIGNMENT WEEK 5:** Items sold during Week 5 are sold at 50%. Further price reductions may be made at the discretion of the managers. Items not retrieved by the Saturday of the 4<sup>th</sup> week become a donation to Willing Hearts Consignment Shop (sold or unsold). A weekly consignment schedule with recommended pickup dates is always posted at the consignment desk.
- CONSIGNMENT MONTH:** The Consignment month begins on the first Tuesday of the calendar month and may run into the beginning of the next calendar month. A monthly schedule is always posted at the consignment desk.
- PAYMENT MONTH:** The payment month is the same as the calendar month. Payment for sales in a calendar month will be made by the 10<sup>th</sup> day of the subsequent month.
- PLEASE NOTE:** Only 10 items can be consigned per active Consignor ID Number per consignment session. Consignors with 2 or more active Consignor ID Numbers can have 2 consecutive appointments or walk-in sessions and can consign 10 items on each number consecutively per consignment session. When doing 2 consecutive walk-in sessions, you must arrive 40 minute before the end of the session or you will be turned away.
- RULES CHANGES:** Consignors will be notified of rule changes as they occur.
- PLEASE NOTE:** If you are a member of a school or charitable organization, you may ask about a membership in their name. The same procedures apply.

## **BECOMING A REGULAR CONSIGNOR AT WILLING HEARTS CONSIGNMENT SHOP**

1. Each consignor must have his/her own Consignor ID number. Consignors can have more than one active Consignor ID number.
2. Regular consignors must pay an annual fee for each active Consignor ID number to be an active consignor. The fee for each number is currently: \$20.
3. New consignors are enrolled at any time during business hours.

## **APPROPRIATE ITEMS FOR CONSIGNMENT**

Consigning your items at Willing Hearts means you care enough about them to give them a new life! All clothing must be clean, pressed (no wrinkles) and seasonal. Jewelry, household items and collectibles must be clean and in good condition. We will not clean your items for you. Your items MUST be saleable and something you might buy. Review our current "DO NOT ACCEPT" list on a regular basis. **items must be seasonally appropriate. Furniture and pictures wider than 24" must be scheduled in advance at the Jewelry Counter.'**

## **HOW THE CONSIGNMENT PROCESS WORKS**

Your items are on the floor for 4 consignment weeks at full price. If your items sell in the first 4 weeks, you get 60% of the price. The week you consign your items is considered to be the first of the 4 weeks at the full consigned price. At the end of the 4 weeks, you can decide to take your unsold items home or you can donate them to the shop. Items left in the shop become the property of Rotary. At 5:01 pm on the last Saturday of the 4<sup>th</sup> week, all items are reduced by 50% and all proceeds of the sale of these donated items go to Rotary. Further price reductions may be made at the discretion of the managers. Items not sold after 5 weeks are forwarded to a variety of shelters that are affiliated with Willing Hearts Consignment Shop. You may ask for a tax letter for your donated items but you are responsible for keeping your own inventory.

## **CONSIGNING PROCEDURE**

You can consign your items as a walk-in consignor or make an appointment.

### **WALK-IN CONSIGNING PROCEDURE:**

1. If you choose to be a walk-in consignor, take a number at the cash register and wait to be called. Watch the electronic number display and wait to hear your number called. Missing your number means missing your turn in line.
2. When your number is called, sit down at an empty consignment station. Provide the volunteer with your Consignor ID number.
3. Complete a Consignment Inventory Sheet as you consign each item so you can track your inventory.
4. You can consign a maximum of 10 items at a time, 20 items per month.
5. Only 5 like items are accepted per session. Examples: 5 pieces of jewelry, 5 skirts, 5 pots, etc.
6. Only like items can be bundled, i.e., 5 rolls of ribbon, 10 tablets, etc.
7. No item is consigned for less than \$5.00.
8. Work with the volunteer to determine an appropriate price for your item.
9. "As Is" items must be approved by a manager.

#### APPOINTMENT CONSIGNING PROCEDURE:

1. Appointments can be made in two ways:
  - a. A call to Willing Hearts Consignment Shop at 973-226-7488 can be made to schedule an appointment at least **one business day in advance** of the date desired. **The consignor must speak to a Willing Hearts volunteer to make an appointment.** Messages left on the answering machine to make an appointment are not acceptable.
  - b. Or, while in the shop, you may schedule an appointment at least **one day in advance** of the date desired.
2. On the day of the appointment, you should arrive at least 10 minutes in advance of the scheduled time. **You do not need to take a number.**
3. Upon your arrival, you should inform a volunteer at the consignment desk of your appointment time, and wait to be called to a consignment station.
4. **If you arrive late, you will lose your appointment slot.** On days when walk-in consignors are taken, you can then become a regular walk-in consignor and must take a number to secure your place in the walk-in queue.
5. **Appointment Cancellations:** You should call Willing Hearts Consignment Shop in advance if you need to cancel your appointment. **Phone message cancellations will be accepted.**
6. The consignment process is the same as for a walk-in consignor.

#### RETRIEVING YOUR ITEMS

Because we are a very busy shop with hundreds of active consignors, we cannot help you find your things. You will have to find them yourself. Once you have retrieved your items, take them to the jewelry counter where a volunteer will help you remove the tags and have you sign the back of each tag to prove that the items are yours. You cannot re-consign your items again for at least 6 weeks. **You can check on the status of your account at any time during business hours. However, the sale of any item is not guaranteed until the close of the month because of the possibility of an unexpected customer return.**

Items that are donated to the shop after 4 weeks and sell at 50% or less help us cover our operating expenses. So we urge you to consider increasing your contribution in this way.

#### PAYMENT TO CONSIGNORS

Checks are ready by the 10<sup>th</sup> of each month for items sold during the previous calendar month. A statement accompanies each check. Checks are cashable up to 120 days after the issue date. Checks are void after 120 days and are considered a donation to Rotary. You must pick up your check to avoid losing your money. If you are away from home for a long period of time, you may leave a stamped self-addressed envelope.

Willing Hearts Consignment Shop checks can only be cashed in the shop when being used to purchase merchandise.

**Willing Hearts Consignment Shop is not responsible  
for items lost, stolen or damaged.**

## **“ULTIMATE RECYCLING” - WHO WE ARE**

Willing Hearts Consignment Shop is managed and staffed entirely by volunteers for the benefit of the Rotary Club of the Caldwells and the charitable works they support. Rotary was established in 1905 by Paul Harris, a young Chicago attorney who gathered his friends and business associates to study the needs of the community. Serving needs locally, nationally and globally, Rotarians have contributed outstanding monetary sums and spent untold hours in their quest to help others in need. Water and sewage needs throughout the world are prominent concerns. Our club is addressing these needs in the Dominican Republic and Haiti under the leadership of member Mike Kambourakis. Help the Children Hear, a District project, is chaired by member Dr. David Gurian. Imagine a child’s expression when he (or she) hears mother singing for the first time. Used hearing aids are collected and re-built for this project and may be donated by dropping them in the designated box in the Willing Hearts Consignment Shop office.

Challenged by Bill Gates, Rotarians globally raised millions of dollars to combat the re-emergence of Polio, an on-going project. The Gift of Life (G.O.L.) provides heart surgery for children. Our club raised \$30,000 to support a G.O.L. mission to the Dominican Republic, where we serve the indigent population, providing clothing, food, school and household supplies. Mike Kambourakis has motivated members to support his dedication to the people of the Dominican Republic and Haiti. He has provided literally tons of material goods and has also facilitated plans for needed medical attention. In addition, he has built schools and orphanages. We are proud to participate in his enthusiastic generosity.

Locally, if there is a need for cooperation, support or presence, you will find Rotarians. Rotary awards scholarships to worthy graduates and seeks ways to serve the community. The club built a playground geared to the abilities of the very young in 2011. A recently completed dug-out at James Caldwell High School was a combined effort of several organizations spearheaded by a Rotarian.

**THANK YOU FOR YOUR SUPPORT OF WILLING HEARTS CONSIGNMENT SHOP AND THE ROTARY OF THE CALDWELLS CHARITABLE MISSION.**

**A list of the charitable projects of the Rotary Club of the Caldwells is available for review on line and in the shop.**