

## **Return Engagement Policy & Member Accounts**

**Store Hours:** Monday through Friday 10:00am-6:00pm  
Saturday 10:00am-2:00pm  
**Store Address:** 123 N Grand, Enid, OK 73701  
**Store Phone:** (580) 234-0624

**RE Steering Chair: Stephanie Carr**  
**Vice Chair: Kylene Eisenhauer**

Work Night Chairs: Emily Stuckey, Maisie Hinrichs, Michelle Hilterbran & Jennifer Williams

We are proud of our store and the service it provides to the community. Your help in following the following policies is appreciated.

Committee Hours: During store hours and as per scheduled work nights (See Top Drawer newsletter or JWL website).

General Membership Hours: During SCHEDULED class work nights, ten (10) hours per year with five (5) hours worked prior to December 31<sup>st</sup>.

Other opportunities to fulfill requirements: First Fridays from 6:00pm-9:00pm, Saturday from 10:00am-2:00pm or by filling in for employees.

Any activity other than those listed will need approved by the RE Chair in advance.

Contact the RE Steering chair at [stephanieannmoffitt@gmail.com](mailto:stephanieannmoffitt@gmail.com) to sign up.

<u>Assigned Class Work Nights</u>	
2 <sup>nd</sup> Year	June 29
3 <sup>rd</sup> Year	August 30
4 <sup>th</sup> Year	November 30
5 <sup>th</sup> Year	January 31
6 <sup>th</sup> Year & Above	May 31

Honorary and Sustaining members are invited and encouraged to attend any or all of these Class Work Nights. You can come alone or invite others from your class to pair up the active classes.

- Condition of clothing and other items: The following conditions must be met for consignment. Items must be: items not meeting these requirements will be considered donations,
  - Worth at least \$3. Items selling for less than \$3 are considered a donation.
  - Tagged with member's name
  - New or gently used. Clothing must be clean, pressed and on hangers provided by RE. Shoes must not be excessively worn or stained and not in need of repair. Pants and jeans that have wear on the heels will not be sold at the store, those

items will be donated to another local non-profit organization that has the ability to recycle.

- Household, miscellaneous and electronic items should be clean and in working order. (If it didn't work at your house, it won't work at ours.)
- Drop off/pick up times: Items for consignment and donation will be received during regular store hours.
- Items Accepted: We accept clothing, home décor items, home goods, furniture, appliances, tools, books, toys (small toys are not accepted, the toy must be too large to place in mouth), bikes, musical instruments, sporting goods, strollers, joggers, play pens, furniture, jewelry, accessories, purses, bags etc. and electronics (NOT OUTDATED TV'S OR COMPUTER MONITORS) in good and workable order.
- Items NOT Accepted: Stuffed animals, cribs, infant carriers, children's car seats/booster seats, teething toys, pacifiers, baby bottles or other feeding utensils, underwear, socks, swimsuits, small toys that could be a potential choking hazard.
- Donations: May be delivered to the RE employees at the front desk. You do not need to hang clothing items if they are a donation. **YOUR DONATION IS TAX-DEDUCTIBLE.** Obtain forms from one of the employees.
  - Automatic Donations: Clothes left in boxes or sacks will be donated (no credit will be given to consignor). Hangers are available in the workroom. All clothing must be clean & pressed. Clothes that are torn, soiled or stained will be donated or thrown away.
- Consignment Forms & Sign-In Log: In addition to marking your items with a consignment form, please sign in on the clipboard with a general description of your items to help us identify items that get separated inadvertently. You cannot put too many forms on your items. If you have an item worth over \$10 please write down a full description of those items in case the tag becomes detached from the item due to excessive handling or from a customer trying on the item. If a tag is removed inadvertently the data prep team will do their best to find who the consignor of that item is and will look at the consignment sign-in log to see who signed in that item. If the consignor cannot be determined it will be processed under "lost tag". If you wrote an item down on the log and contact the RE Chair she will transfer the credit to your account. If it is not written on the log we cannot transfer the credit.
- Secure clothes with a ribbon and into groups of no more than **10 items**. If you can't lift a group of clothes, neither can we. Attach a consignment form to each group. Consignment forms are located in the workroom.
- Household and miscellaneous items should be in boxes or sacks. Where possible, use the plastic containers that are provided. Attach a consignment form to every container, sack or item that could become separated from your group.
- Furniture should be in good working order. Large furniture, that requires more than one person to lift, should be placed out on the store floor when it arrives. Large furniture will be placed in the West end of the store near the wide doorways for ease of exit when

purchased. For furniture of excellent quality or worth, pricing suggestions are appreciated.

- Pricing: The Return Engagement committee will price items according to predetermined guidelines. Please note that a designer category has been added to our pricing to ensure that designer labels are priced accordingly. Every attempt will be made to sell consigned items at a fair and competitive price that will benefit you as a consignor and as a customer. Pricing suggestion forms for higher end items are available; however, JWL has final authority on selling prices. If you have an item you would like to sell for a certain price, please securely pin a pricing form to the item and it will be reviewed. You may also write on the consignment form the amount you want the data prep team to price your items.
- Seasonal Changes/Dates Guidelines: The following dates will be considered donation deadlines for seasonal clothing:
  - February 1: RE will begin accepting spring and summer clothing.
  - February 28: Any fall and winter consignments after this date will be considered a donation. At that time all fall and winter items will be removed from the floor and considered property of Junior Welfare League. Those items will either be donated to another organization or stored and re-priced under “store donation”.
  - August 1: RE will begin accepting fall and winter clothing.
  - August 31: Any spring and summer consignments after this date will be considered a donation. Any spring and summer items will be removed from the floor and considered property of Junior Welfare League. Those items will either be donated to another organization or stored and re-priced under “store donation”.
- Three Month Tag Rotation: Return Engagement utilizes a “three month tag rotation” process to manage the flow of merchandise at Return Engagement. Each month is assigned a tag color to show which month the merchandise was offered for sale. The first two months the consignor will receive the fullest consignment percentage offered which is 40%, unless a smaller amount is requested such as 20% by marking that amount on the consignment form. On the third month items are subject to go on sale with the markdowns determined by management, if the markdown makes the item less than \$3 the consignor will not receive credit for that sale, it will be considered a donation (Remember, the value of the items you do not receive credit for can be used as a donation/tax deduction). At the end of the third month all unsold items become property of Junior Welfare League and are a 100% donation. Those items may be re-priced and sold in the store or donated. Please be aware of the Seasonal Changes/Dates.
- Unsold items: Merchandise not sold by the end of the season will be pulled and sold at a reduced price or pulled from the sales floor and/or donated to another local non-profit organization. Any items pulled from the floor after 3 months is considered not sold and becomes property of Junior Welfare League. Those items are considered a donation if not picked up by the consignor within the 3 month tag color rotation period and are subject to being stored upstairs and held until next season, donated to another organization or sold at a discounted rate with all proceeds of the sale going to Junior Welfare League. It is the member's responsibility, if desired, to retrieve unsold merchandise before it is reduced or donated. Consignees receive a maximum 40% of the

sale of the item; JWL receives 60%. Consignment checks are not issued for less than \$20. Your account will continue to accumulate credit until it reaches at least \$20 before a check is issued.

- Consignment checks: Consignment checks are printed quarterly **after** the following dates: September 30, December 31, March 31 and June 30 and will be paid no later than 30 days after the end of quarter and distributed in the month of October, January, April and July. Checks that are not hand delivered at the next business meeting will be mailed. If you wish to have a print out of the items you have sold for that quarter you must email the RE Steering Chair requesting the print out no later than 15 days before the end of the quarter and it must be submitted in writing via email to: [stephanieannmoffitt@gmail.com](mailto:stephanieannmoffitt@gmail.com).
- Items that are not accepted for any reason will be donated to another local non-profit without further notification. If you are asked to pick up your items for any reason, you are required to do so within 3 working days or the items will be considered a donation. You can reduce your chance of having to pick items up by adhering to the seasonal and conditions guidelines.
- Consignment privileges: ALL MEMBERS MUST HAVE A SIGNED CONSIGNMENT CONTRACT ON FILE. As of June 1, 2016 every active, honorary and sustaining member must have a signed contract on file before they will be able to consign. Changes to consignment agreement will be posted in the back room of RE and on our website in the members only section. Consignment contracts will be in a binder on the consignment desk. Please sign one and place it in the RE Steering Chair box in the board room. Contracts will also be available at the general meeting in September. You can also request a contract by sending an email to the RE Chair, Stephanie Carr at [stephanieannmoffitt@gmail.com](mailto:stephanieannmoffitt@gmail.com). Signed forms must be placed in the RE Chair's box in the boardroom at Return Engagement. Members do not need two signature, we only need your signature. The purpose is to keep all members informed of the consignment procedure. JWL considers the opportunity to consign merchandise at RE a privilege of Active, Honorary, or Sustaining member status. If dues are not current, you will be asked to remit payment of two (2) years past dues, at the current years' due rate. You will be asked to submit payment prior to your items being considered for consignment. Please notify Stephanie Carr at [stephanieannmoffitt@gmail.com](mailto:stephanieannmoffitt@gmail.com) if your address changes, to ensure you will receive your consignment check.
- Non-member Consignment: All outside consignors must fill out a "Consignor Contract", must have at least two members sign on their behalf, and final approval with signature must be obtained by the current RE Steering Chair. Only the Return Engagement Chair and the President have the authority to approve and enter new consignors (including members) into the database as consignors.
- Active, Honorary or Sustaining members' consignment balance can be used to pay a past due JWL account including dues and cookbooks accounts.
- Due to many changes that are continuing to occur to improve the store, please pay close attention to instructions and signage in the back rooms. As we adapt to our space, there will continue to be changes in processes. Your items are less likely to get lost if they are in a container and marked.
- Although we take every precaution to protect your things. Merchandise consigned or donated is not insured. Therefore, it should be understood that Return Engagement is

not responsible for loss due to fire, theft, flood or damage of any kind. All articles are left with the consignee at the risk of the consignor.