



## Resale Policies

### General

- G1 All DuPage Area Moms policies apply.
- G2 **All sales are final. Merchandise is AS IS, no returns, no refunds.** This will be stamped on receipts and posted by cashiers.
- G3 **No children under 13 years of age are allowed on the sale floor during Friday presale for our volunteers or 7:30am-12:00pm on Saturday. This is for everyone's protection.** If necessary, infants in front carriers only will be allowed. Wearing backpack style infant carriers is NOT allowed.
- G4 **No personal strollers or other equipment are allowed on the sale floor at any time (except those being sold).**
- G5 **Children who are present prior to 1:00pm on Saturday must stay in the Child Area. Parents must supervise their own children as DUPAGE AREA MOMS is not responsible for them.**
- G6 **Parents should not let children play with the merchandise. Parents are responsible to pay for an item their child damages.** Signs will be posted in the toy area.
- G7 \$1.00 admission is charged for adults on Saturday morning. Afternoon half-price sale admission is free.
- G8 There is no charge for children during the half-price sale. Children must be accompanied by an adult.
- G9 There is no admission charge to the presale on Friday. Presale is for our resale volunteers.
- G10 On Saturday, doors open at 7:30am-12:00pm and 1:00pm-2:15pm (half-price sale). We are closed from 12:00pm-1:00pm for lunch.
- G11 No merchandise is allowed in the kitchen (other than rejected or untagged items) or washrooms for any reason.
- G12 **No clothing is to be tried on.**
- G13 **No backpacks or closed bags will be allowed on the sales floor.**
- G14 **No food or drink is allowed on the sales floor near the merchandise.**
- G15 **All bags are subject to inspection.**

### Sellers

- S1 Registration deadline is 3 weeks prior to the Friday of the resale or when all seller spots are full. Registration payment is through PayPal on our resale software and is due upon registration as a seller. Registration fee is non-refundable.
- S2 **Sellers must comply with acceptance guidelines as outlined in the Seller Instruction Packet.** Seller Instruction Packet can be found on our website [www.DuPageAreaMoms.Org](http://www.DuPageAreaMoms.Org).
- S3 The Seller assumes all responsibility for confirming none of their items placed for sale at the DuPage Area Moms Children's Clothing & Toy Resale ("the resale") are, or have been, subject to a recall, as well as that the items do not exceed the lead limits for children's products set by the Consumer Products Safety



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Commission (“CPSC”) and should avoid putting products in the resale that have lead content, unless they have testing or other information to indicate the items being sold have less than the limit set by the CPSC. The seller assumes all liability for selling items at the resale that have either been recalled or exceed the lead limits set by the CPSC. DuPage Area Moms assumes no responsibility.

- S4 Limit of 350 tagged seasonal items per seller number per resale. If you have more than 350 items, you may register for another seller number. Please note a non-refundable registration fee of \$10.00 is charged for each seller number upon registering. Each seller number requires the seller to volunteer for one 4-hour shift (see S10 and S12 below for more information on volunteering).
- S5 **Only DuPage Area Moms Clothing Sale tags printed from our resale software will be accepted** (please go to our website for our software links [www.DuPageAreaMoms.org](http://www.DuPageAreaMoms.org)). **No handwritten tags will be accepted.** All sellers must use the approved cardstock, or your items will be rejected. There are several days where you can pick-up cardstock, **free of charge**, that are listed in our Resale Schedule. If you are unable to make any of the scheduled times to pick-up cardstock then you may purchase cardstock, please see our links on our website.
- S6 Sellers have the option in our software system to have items remain full price for the entire resale or to be marked as half-price, denoted by “REDUCE” on the tag above the price on the right side, during our half-price sale.
- S7 We have the following graduated percentage back on a seller’s sold items:
- 85% for DuPage Area Moms Resale Committee
  - 80% for Board and Committee members of DuPage Area Moms
    - must be in position by May 1 for Fall Resales and by Nov 1 of prior year for Spring Resales, continue in a position through the month of the resale AND be in good standing
  - 75% for DuPage Area Moms members and Super Volunteers
  - 70% for all other sellers
- S8 Please note the seller drop-off ending times. **No seller will be allowed to drop-off their items after Thursday 9:00pm or Friday 11:30am.** No exceptions.
- S9 **DuPage Area Moms Clothing Resale Committee has the right to reject items to be sold that do not meet the suggested criteria without explanation.**
- S10 **All sellers are required to volunteer for at least 4 hours or for our Super Volunteer sellers at least 12 hours. Please note that these hours cannot be shared with another person (this is how we staff the resale).** There are no exceptions to this requirement. Any seller who does not fulfill their 4 hours or 12 hours for Super Volunteers or find a replacement for their assigned shift(s) will be assessed a fee of 10% from their total sales, this fee will be deducted from their seller check. After two violations of this policy the seller will no longer be welcome to sell at the resale. **Be sure to read our volunteer policies, found below.**
- S11 You may sign up for your volunteer shift as soon as you have registered in our software system. Please note that all volunteer shifts are filled on a first come, first served basis and once a shift is full no additional



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volunteers may sign up for that shift. We encourage you to sign up for your volunteer shift(s) right after you have completed your seller registration.

- S12 If you drop out of selling within two weeks prior to the resale, you must still fulfill your assigned volunteer shift(s) of 4 hours or 12 hours for our Super Volunteer sellers or find someone who will work the shift(s) for you. If you do not fulfill this requirement or find a replacement to fulfill your shift(s) then you will not be allowed to sell at the next resale.
- S13 **If a problem occurs twice with one seller (please note it can be any problem and not just two occurrences of the same problem), they will no longer be welcome to sell at future resale.**

## Volunteers

- V1 **All volunteers MUST sign our Volunteer Release and Waiver Liability Form.** This form is part of the Worker Agreement in My Sale Manager.
- V2 Volunteers may NOT shop during their shifts, except for half-price pre-shopping as outlined in V20 below.
- V3 Volunteers may NOT bring children with them to work (**except young nursing infants**, and children who are 13 years of age or older who are scheduled to work as volunteers). Infants must be worn securely fastened to the volunteer's body. Car seats are tripping hazards and may not be brought in. If absolutely necessary, volunteers may bring children to the Friday night presale (7:00pm-8:30pm); however, **children under 13 years old must remain in the designated area. The Clothing Resale Committee is not responsible for any children in this area, and DuPage Area Moms assumes no responsibility for their care. If a volunteer shops with a child that is 13 years old or older, who is not also a resale volunteer, that child counts as their 1 guest allowed (see V7 below).**
- V4 Volunteer shifts are filled on a first come, first served basis, once a shift is full no additional volunteers may sign up for that shift. We encourage you to sign up right away.
- V5 Volunteers are asked to come on time and stay for their entire scheduled shift. Changes are sometimes necessary but should be kept to a minimum.
- V6 Volunteers who are also selling must arrive at least 30 minutes early to drop off their items before their scheduled shift or wait until after their shift is over. **All drop-offs must be completed by 9:00pm on Thursday and 11:30am on Friday.** Committee members may bring in merchandise during a lull in activity if it is appropriate.
- V7 During the Friday presale from 7:00pm-8:30pm a volunteer may bring one (1) guest with them to shop. **No guests are allowed to shop prior to 7:00pm.** The volunteer and guest must check out together, but may make separate payments for the items belonging to each person.
- V8 Volunteers who are unable to attend the presale may send another person (including a non-volunteer) to shop in their name. The substitute must follow all shopping policies.
- V9 Hiding of merchandise (i.e., deliberately placing it in the wrong size, gender or area) so that others will not find it, is unfair to others and is prohibited. Violations of this policy may result in not being welcomed to volunteer at future resales.



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- V10 All items taken off the sale floor must be purchased, or promptly returned to the sale floor for purchase by others.
- V11 **No clothing is to be tried on.**
- V12 Volunteers will leave the sale floor at 12:00pm (noon) Saturday, or as soon as the floor is straightened up. DuPage Area Moms will provide Saturday volunteers with a pizza lunch from 12:00pm-12:30pm at no charge.
- V13 Individuals who volunteer for Saturday shifts may pre-shop the half-price sale; **this will begin no sooner than 12:30pm.** Volunteers scheduled to work the afternoon shift of 1:00pm-5:00pm must be in place and ready to work by **no later than 1:00pm.**
- V14 Nothing is to be removed from the donation table.
- V15 Volunteers who work as a Super Volunteer for a minimum of 12 hours can pre-shop from 5:00pm-6:30pm on Friday. **Super Volunteers are invited by the Clothing Resale Committee.** The Clothing Resale Committee will make every effort to schedule Super Volunteers in the shifts they request; however, it does reserve the right to schedule Super Volunteers in assigned shifts.
- V16 Volunteers who do not show up for scheduled shifts without calling in will, upon the second occurrence, not be welcome to volunteer at future resales.
- V17 Volunteers not adhering to policies may be asked to leave.
- V18 **If a problem occurs twice with a volunteer (please note it can be any problem and not just two occurrences of the same problem), they will no longer be welcome to volunteer at future resales.**
- V19 If a volunteer is found to be stealing they will be immediately dismissed and not welcome to volunteer at future resales.