



Resale Policies

General

- G1 All DuPage Area Moms policies apply.
- G2 **All sales are final. Merchandise is AS IS, no returns, no refunds.**
- G3 Each item is priced by the sellers, so the prices of two identical items could vary, and as this is a resale, there are only single quantities available of each item listed. For **ONLINE resale**, an item could be in multiple buyers' "carts" at the same time, and the first person to check out would get the item and that item would then fall out of the other shoppers' carts.
- G4 Payment Methods: Cash (**IN-PERSON resale only**) and major credit cards (3.5% processing fee added).
- G5 **For ONLINE Resales:** Purchased items will be collected from the DuPage County Fairgrounds in Wheaton, IL. Shipping is NOT available.

The following are specific to IN-PERSON Resales:

- G6 **No children under 13 years of age are allowed at the Friday presale.** If necessary, infants in front carriers only will be allowed. Wearing backpack style infant carriers is NOT allowed.
- G7 There is no admission charge to the presale on Friday for our resale volunteers.
- G8 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.
- G9 **No personal strollers or wagons are allowed on the sale floor at any time (except those being sold).**
- G10 **Parents/guardians should not let children play with the merchandise. Parents/guardians are responsible to pay for an item their child damages.** Signs will be posted in the toy area.
- 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 sale floor.**
- G14 **No food or drink is allowed on the sale floor near the merchandise.**
- G15 **All bags are subject to inspection.**

Sellers

- S1 **Sellers must comply with acceptance guidelines as outlined in the Seller Instructions.** Seller Instructions can be found on our website www.DuPageAreaMoms.Org.
- S2 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 Commission ("CPSC") and should avoid putting products in the resale that have lead content, unless they



Resale Policies

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.

- S3 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. Sellers submitting their items to our **IN-PERSON resale** are required to volunteer for at least one 4-hour shift per seller number.
- S4 **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). **No handwritten tags will be accepted. All sellers must use the approved cardstock, or your items will be rejected.**
- S5 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
 - 70% for sellers who fulfil their volunteer shift(s) per seller number
 - 60% for online sellers who do not volunteer
- S6 We have the following presale shopping order exact days/times will be sent out prior to the presale. For **ONLINE Resales** all volunteers are the second group to shop.
- First - DuPage Area Moms Resale Committee
 - Second - Super Volunteers, those volunteering 12+ hours
 - Third - Volunteers, those volunteering <12 hours
 - Fourth - Sellers **ONLINE Resale only**
 - Fifth - DuPage Area Moms Members & Guest Pass Holders (**IN-PERSON Resale**)
- S7 Note the seller drop-off ending times for both **ONLINE** sold items and **IN-PERSON** inventory. No seller will be allowed to drop-off their items for either online or in-person resales after Thursday 9:00 pm or Friday 11:30 am. No exceptions.
- S8 **For ONLINE RESALES ONLY: Sold items not brought to the fairgrounds by the seller drop-off deadlines will result in the cost being refunded to the buyer(s), including transaction fees, at the seller's expense.**
- 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 IN-PERSON 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



Resale Policies

policy the seller will no longer be welcome to sell at the resale. **Be sure to read our volunteer policies found in the Resale Policies document on our website www.DuPageAreaMoms.org.**

- S11 If an **IN-PERSON** seller drops out of selling within two weeks prior to the resale, that seller 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). **If a seller does not fulfill this requirement or find a replacement to fulfill their shift(s) then that seller will not be allowed to sell at the next resale.**
- S12 **If a problem occurs twice with a 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 the 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.** Volunteers not adhering to policies may be asked to leave.
- V2 **All IN-PERSON 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.
- V3 Volunteers are asked to come on time and stay for their entire scheduled shift. **If you come late, plan to stay late.** Changes are sometimes necessary but should be kept to a minimum.
- V4 **Volunteers who are also dropping off items should plan on arriving at least 30 minutes early** to drop off their items before their scheduled shift or wait until after their shift is over. Committee members may bring in merchandise during a lull in activity if it is appropriate.
- V5 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.
- V6 Volunteers may NOT shop during their shifts, except for half-price pre-shopping.
- V7 Volunteers may NOT bring children with them to work.
- V8 If a volunteer is found to be **stealing**, they will be immediately dismissed and not welcome to volunteer at future resales.
- 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 will result in not being welcomed to volunteer at future resales.
- V10 Nothing is to be removed from the donation table.
- V11 All items taken off the sale floor must be purchased, or promptly returned to the sale floor for purchase by others.
- V12 **No clothing is to be tried on.**



Resale Policies

- V13 Food will NOT be provided by the organization. You may bring food from home, but it must be consumed in your car or outside away from the building.
- V14 During the Friday presale **no guests are allowed to shop prior to 7:00pm.**
- V15 Volunteers who work as a Super Volunteer for a minimum of 12 hours can pre-shop from 4:00pm-7:00pm 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 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.
- V17 Volunteers will leave the sale floor at 12:00pm (noon) Saturday, or as soon as the floor is straightened up.
- V18 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.**
- V19 **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.**