



## FAQ's - Pretty Little Handmade Things + Co

### *What shelving space do you offer?*

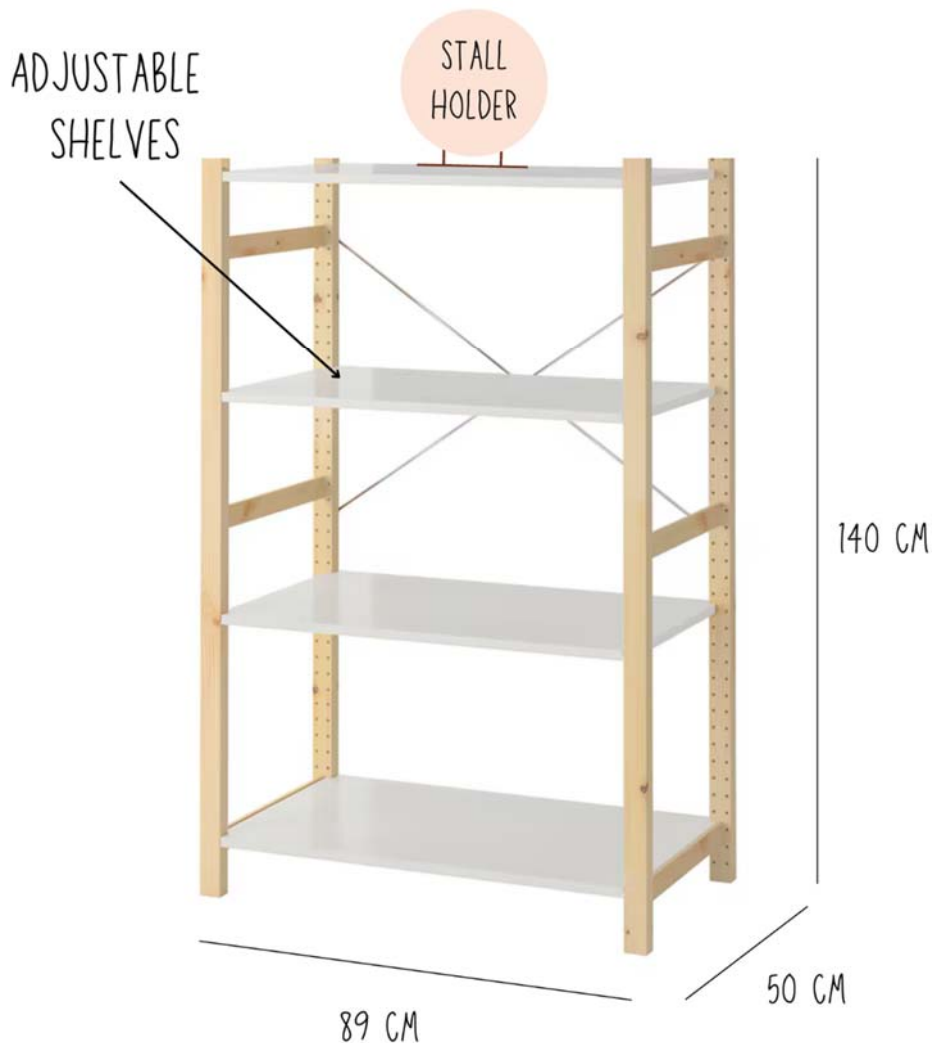
We use the IKEA IVAR storage system for our shelving. You will have 2 different shelving units to choose from - Large and Small \*\*\* We use different shelving units at Plenty Valley (Mill Park) – the shelving can be viewed via the link in the application form

**LARGE SHELVING UNIT** | *Please visit our application form to view our rates*

Width 89 cm, Depth 50 cm, Height 140 cm

**SMALL SHELVING UNIT** | *Please visit our application form to view our rates*

The small unit is exactly the same style shelf as below, however, is **48 cm** in width (Large is 89 cm)



### *RISERS (Optional)*

We provide everyone with at least 1 Set of 2 Risers - Slotted / or Unslotted  
Width 80 cm (Large) / 40 cm (Small)  
Height 10 cm - 30 cm



### **SHELVING - OTHER THINGS TO KNOW**

- The tiers are adjustable, and you will have 4 levels (tiers). If you would like more tiers, you can purchase these from IKEA
- We also supply all stall holders with at least 1 set of risers (potentially more if available upon request!)
- You will also be able to bring your own risers, display stands or other display props, including hooks, peg boards etc. as long as the props do not extend out from your shelving unit (which can look cluttered and could also be a safety hazard for customers) - Black pegboards, shelving or props are not acceptable (please use clear, white or timber)
- We supply you with 1-2 storage baskets, which you can place on the bottom level of your shelving unit to use as storage (Optional)
- If you are lucky enough to have a side space, you may be able to hang a pegboard or other shelving along the side at a small additional cost (please contact us for further information)

#### ***Where will you be located at Westfield Geelong?***

We will be located along a thoroughfare (pop up), near Target, directly in front of Mazzucchelli's

#### ***Where will you be located at Westfield Doncaster?***

We will be located along a thoroughfare (pop up), near Kmart, and near the front of Cotton On

#### ***Do you offer a special deal for beginners?***

We occasionally offer 'Newbie Specials' for those who are new to shopping centre pop ups. You will see this option on our application form if it is available at the time.

### ***Square Inventory Management***

You will have access to our shared Square platform (App & Desktop) where you can add your products, print barcode labels, manage your inventory, and track sales. You will be able to track your sales daily via the Square app.

\*Please note that ALL shop transactions can be viewed (not just your own)

### ***Do I have to work shifts? / How many shifts can I work each week & is rent discounted?***

Working shifts is completely optional! Our standard shift length is 4 hours, and everyone will have the option to work at least one 4 hour shift per week (or 3.5 hr on Sundays). Working a full day is generally not available except over peak periods if we have a second person working at the shop (otherwise, you will not have anyone to cover you for a loo break etc.)

You may also have the opportunity to work two 4 hour shifts per week. Preference for more shifts is 'generally' given to those with larger shelves (due to paying higher rent).

If you work 4 hours per week, you receive \$100 off your weekly rent. If you work 8 hours per week, you receive \$200 off (\$25 off for every hour worked).

### ***Do you have a rostering system? Or means to slot ourselves in for shifts?***

With the roster, you will need to send through your availability (if you haven't already via the application form), as well as any dates that you are not available i.e. if you are going away on holiday. Once we have everyone's availability, we will create a roster and send this out at least 2-4 weeks in advance. You can negotiate any shift changes or swaps in our Instagram group.

### ***Do we do a training session as a group on how to operate the square system or is it 'on the job' training?***

Your training will be one-on-one at the shop with another staff member or the collective manager (this will be allocated to you on the roster). Training could be as little as 4 hours, or it may be multiple 4-hour shifts (this will be completely up to you and how comfortable you feel working by yourself).

### ***Will you have more than one person working shifts at the same time?***

Throughout most of the year, you will be working by yourself, so you will need to be comfortable with this. Depending on how busy we are, we might need to put a second person on, or we might only need a second person for the few weeks leading up to Christmas.

### ***Rent + Sales Processing***

Your weekly rent is paid upfront in advance - The first week's rent (minus the \$50 deposit – see below) must be paid at least one day prior to commencement (via an online invoice). We accept payment via credit or debit card.

From there after, rent will be deducted from your weekly earnings - Your sales (minus the rent and commission fee) is paid into your nominated bank account each week on a Tuesday. You will be emailed a weekly itemised report outlining all sales and rental payments.

Please note that rent is only reduced AFTER you have worked your shift. For example, if you work 4 hours in your first week, this will come off your rent when we process your sales the following week.

### ***How much stock should I prepare?***

This is the million-dollar question! I would encourage you to reach out to one of our existing makers to assist you with this. The next question will also help guide you.

### ***What can I expect in sales?***

A snapshot of our Weekly Sales 2023-24, Westfield Plenty Valley:

#### **Festive Season 2023 (inc. opening week)**

Mon 30 Oct – Sun 5 Nov \$9580 (16 makers)  
Mon 6 Nov – Sun 12 Nov \$9451 (17 makers)  
Mon 27 Nov – Sun 3 Dec \$12,509 (18 makers)  
Mon 4 Dec – Sun 10 Dec \$17,509 (18 makers)  
Mon 11 Dec – Sun 17 Dec \$25,180 (17 makers)

#### **Quiet Period (Off-Peak) 2024:**

Mon 4 Mar – Sun 10 Mar \$5061 (12 makers)  
Mon 27 May – Sun 2 June \$6456 (13 makers)  
Mon 3 June – Sun 9 June \$6398 (13 makers)  
Mon 1 July - Sun 7 July \$7222 (15 makers)  
Mon 8 July - Sun 14 July \$7152 (15 makers)

### ***Do we need our products barcoded?***

Yes, you will need to barcode all of your products (this is because we can process up to 170+ transactions in one day over peak periods)

We will be able to print one batch of barcodes for you initially (which is done via Square). We will provide you instructions on how to do this so that you can print these yourself from home.

You are also able to use your own method of barcode creation and printing.

***Regarding the barcodes, will they have the price displayed?***

The barcode labels will have the price displayed. Therefore, you do not need to have prices displayed separately. However, if you prefer customers not touching and handling your products, it might be best to have the prices displayed (we can provide tiny cube price displays if you need)

***When can we start adding our products to Square & create the barcodes?***

You will receive an invite to use our 'shared' Square platform about 3-4 weeks prior to your start date. You will then be able to add your products and print barcode labels (more info about this will be provided separately)

***Do you supply price displays & signage?***

We supply small 'cube style' price displays, as well as a basic shop sign for you using your logo (Optional). Your logo can be attached to your application form, or you can email this through to us.

The shop sign we provide you is a professional colour print that is applied to a timber blank circle (25 cm)

We would encourage you to bring your own display signage so that you can distinguish your brand & vibe from other stall holders.

Signage must not be handwritten; however the 'chalkboard' look is acceptable.

***In terms of the launch date and setting up, do you need help with this? / When are we expected to 'bump in'?***

If you are starting your first block upon our store opening, you will be expected to 'bump in' and set up your display on the Monday morning just prior to trade between 5:30am – 8am (set up by completed 9am)

The collective owner and team will be setting up the shelving units (as well as POS, Square, Internet etc) on the Sunday evening from 5pm, all ready for you to set up the following morning.

If you are starting after our 'opening' (launch), you will be able to bump in either Sunday afternoon before 5pm or Monday morning from 9am.

***If I initially choose a small shelving unit, can I upgrade to a Larger Shelving Unit?***

Yes, initially this will be perfectly fine, especially whilst you are 'finding your feet' during the first few weeks. Upgrading and downgrading between shelves throughout the year is generally not acceptable.

### ***What sort of security will you have regarding theft?***

Our pop-up shop will be covered and secured after hours to mitigate the risk. We will also have security camera signage. However, unfortunately, theft can be quite common at shopping centres (more so during operating hours) so you need to be prepared that some items may go missing. It is recommended that you increase your prices to cover any loss.

### ***Do you offer product exclusivity?***

We cannot guarantee product exclusivity (except to Long-term stall holders), however careful consideration is given to the percentage of product breakdown, style, and aesthetic of similar products, as well as supply and demand particularly during busy periods such as Mother's Day and Christmas.

### ***How do I become a Long-term Stall Holder?***

After approximately 4 weeks of trading, you can apply to become a long-term stall holder. The commission fee will drop to 6.5% and you will have exclusivity over a particular product or product type (of your choice / or to be negotiated). Our long-term vendors are also automatically allocated stall space over our peak periods (such as Mother's Day and Xmas) without needing to book in advance. Please contact us for further details.

### ***What is included in the Rent and Commission Fee?***

Your rent 'primarily' covers the rent and other fees that we pay to the shopping centre, as well as staff/maker coverage (across 7 days), and other business expenses such as software membership & apps (i.e. Microsoft Office, Square 'basic', Canva etc), insurance & business registration fees, internet & phone, Workcover, store equipment (such as iPad for processing sales and other IT, such as router/modem) and base level administration and advertising. The commission fee primarily covers Square transaction fees (inc. Afterpay), retail bags & packaging, all shelving units & risers, day-to-day store supplies & stationery, barcode labels (inc. Square 'Plus' membership), additional administration and advertising.

The commission fee reduces to 8% over peak periods such as Mother's Day and Christmas. We also reduce this fee to 6.5% for our long-term vendors (6 months + period) - you will have the option to stay long term if deemed suitable, after approximately 4 weeks.

### ***Does the shop as a whole have a refund policy?***

We have a refund policy for the shop as a whole, but if makers want to have their own, that's totally fine – we will just need to pop this in our 'shop procedures' manual.

Our current policy:

We accept full refunds as long as (1) the product is not damaged (is re-sellable) (2) it was purchased within 30 days, and (3) the customer has a receipt OR we can locate the customer's transaction in Square

Faulty items are also refundable (where customer was not at fault)

***Does your public and products liability insurance cover our products if they cause potential harm? Or do we need to insure the shelf as part of the cover?***

We have our own public and products liability insurance for the shop as a whole, which covers liability to a third party (the public) if they suffer an injury on the premises, or from a product that we have supplied. However, our 'products liability' cover may not cover YOU in the event that a customer suffers an injury, illness or death, from a product that you have created and/or supplied.

Therefore, it's strongly encouraged that you have your own 'products liability' insurance (often sold as a bundle with public & product liability)

***Ready to Join?***

Once you have submitted your application form, we will be in touch with you within approximately 2-4 weeks with an outcome. If you are offered a place, we will send you an invoice to pay a security deposit. The security deposit will be \$50 and will go towards your first weeks rental payment.

**Email and Instagram Chat Group**

Once you've joined, we will invite you to our Email Group, and Instagram Group. The email group is primarily used to send you any documents. The Instagram group will be used primarily to provide you with any updates (i.e. roster changes and shift swaps).

Please reach out with any further questions via Instagram, or email [hello@prettylittlehandmade.com.au](mailto:hello@prettylittlehandmade.com.au)