UNDERSTANDING THE

# FIA'S FINDS CONSIGNMENT PARTNERSHIP

Fia's Finds values professional, respectful, and mutually beneficial relationships with our consignors. Consignment is open to the public; however, Fia's Finds may not be the right consignment partner for every individual or every item.

*By choosing to consign with Fia's Finds, consignors acknowledge and understand the following expectations and processes.*

01

## OUR PARTNERSHIP

Consignment with Fia's Finds is a business partnership built on mutual respect, trust, and transparency. Consignors provide inventory for consideration, while Fia's Finds handles the work involved in preparing accepted merchandise for sale, including authentication when applicable, pricing, staging, merchandising, and selling. Our shared goal is to successfully sell quality merchandise while providing an excellent experience for both consignors and customers.

02

## ITEMS SUBMITTED FOR CONSIGNMENT

Items brought to Fia's Finds are submitted for review and are not guaranteed to be accepted.
Our team determines which merchandise is appropriate for the store based on factors including quality, condition, style, current inventory, customer demand, season, and the needs of the sales floor.
We ask consignors to graciously respect our team's decisions when merchandise is declined.

03

## WALK-IN INTAKE

Consignors may bring items for review anytime Fia's Finds is open. Our walk-in intake process is designed to have consignors checked in and on their way as efficiently as possible, generally within 10–15 minutes while they browse.

- Our team does not review merchandise item-by-item with consignors.
- Individual explanations or feedback are not provided for declined items.
- Items are evaluated according to Fia's Finds' current inventory needs and acceptance standards.

We encourage consignors to make Fia's Finds their first stop, allowing our team the opportunity to select the strongest pieces from the available merchandise.

04

## PROCESSING & FLOOR PLACEMENT

Acceptance of an item does not mean it will immediately be placed on the sales floor.
Fia's Finds carefully manages the amount and type of inventory available on the floor at any given time. Merchandise is processed and placed for sale according to store and inventory needs rather than the order in which items were received. Processing may include authentication, research, pricing, preparation, staging, and merchandising. Because of the volume of merchandise received through our walk-in intake system, consignors should allow adequate time for their items to be properly processed and prepared for sale.

05

## RESPECTFUL CONDUCT

Fia's Finds is committed to maintaining a welcoming and professional environment for our customers, employees, and consignors. Customers come first. Consignors are expected to communicate and interact respectfully with Fia's Finds employees and customers. Disagreement regarding an item's acceptance, pricing, processing time, placement, or other consignment decisions does not excuse disrespectful or inappropriate conduct. Fia's Finds values partnerships with consignors who understand and respect the work required to successfully manage and sell consigned merchandise.

06

## GROWING TOGETHER

Our strongest consignment relationships are partnerships. We appreciate consignors who support Fia's Finds by sharing our business, recommending the store to friends and family, engaging with our content, and helping introduce new shoppers to the Fia's Finds community. When the store succeeds, our consignors have a greater opportunity to succeed as well.

### IS FIA'S FINDS THE RIGHT FIT?

Fia's Finds is best suited for consignors who want a **quick, easy, and safe** way to sell high-quality items without handling the selling process themselves.

### CONSIGNMENT MAY NOT BE THE BEST FIT FOR INDIVIDUALS WHO:

- Are emotionally attached to specific merchandise or a particular selling price.
- Require individual explanations regarding acceptance or decline decisions.
- Expect immediate processing or placement of accepted merchandise.
- Prefer to personally control pricing, merchandising, or the timing of a sale.

*Our goal is **not** simply to have the greatest number of consignors.*
OUR GOAL IS TO BUILD LASTING RELATIONSHIPS WITH CONSIGNORS WHO VALUE AND BENEFIT FROM THE WAY FIA'S FINDS DOES BUSINESS.