

## Q&A for Consignments:

### 1. **Who oversees the consignors at The Spot?**

Charles Ralston, co-owner of The Spot AZ, oversees all consignor questions and concerns.

He can be reached via:

- Facebook Messenger at *The Spot*
- by calling **928-324-6400** (this number does not accept text messages)
- Text message (See Charles for the number)
- or by emailing **Info@TheSpotAZ.com**.

Lori (Charles's wife) can assist consignors during drop-off hours (**Saturdays 10 AM–5 PM**) **only if** the consignor already knows the prices they want on each item. If pricing help is needed, consignors must speak with **Charles**.

### 2. **If I do not have a current contract with The Spot, can I drop off items?**

No. First-time consignors must schedule an appointment with Charles. Photos of items must be sent to Charles **before** bringing anything in (via email, Messenger, **or shown in person on Saturdays only**). Lori does **not** oversee first-time consignors.

- Charles can be reached at **928-324-6400** (no texting) or **Info@TheSpotAZ.com**.

### 3. **Do I have to fill out a contract to consign items?**

Yes. All consignors must complete a **90-day consignment contract**. Consigned items **cannot be removed** from the store for the full 90-day period unless prior approval is granted by The Spot.

### 4. **What happens after the 90 days on my contract are up?**

Consignors must pick up their items once the 90-day period ends. It is the consignor's responsibility to know their contract end date and follow up with The Spot if needed.

### 5. **What happens if I do not pick up my items after the 90 days?**

If items are not picked up within **14 days** after the contract end date, they become property of The Spot and may be donated to local thrift stores.

### 6. **What is the consignment percentage between The Spot and the consignor?**

Consignors receive **60%** of the selling price. The Spot receives **40%**.

### 7. **How often can I drop off items once I am an active consignor?**

During the 90-day contract period, consignors may drop off items as often as they like (see item #9). The Spot prefers drop-offs during slower hours (**Fridays 3–5 PM and Saturdays 3–5 PM**) but understands this may not always be possible.

If you drop off earlier in the day **and you already know your prices**, please notify The Spot and provide paperwork listing each item and its price. If you need help pricing items, please come during Saturdays from 3-5 PM when Charles is there.

The Spot will provide price tags for all consigned items.

### 8. **How many items can a consignor bring in?**

The Spot prefers no more than **15 small/medium items per month** per consignor due to workload and space limitations. As items sell, the consignor may replace each sold item with another approved item. Larger items must be approved by The Spot **before** being brought in.

**9. What if I have a valuable item?**

Yes. If space is available, valuable items may be placed in The Spot's **lockable display case**. Space is limited.

**10. How does The Spot know who to pay?**

Each consignor is assigned a **consignor code**, which is placed on the price tag of every item. When an item sells, it is entered into The Spot's system under that code.

**11. When do consignors get paid?**

- Consignors are paid on the **1st Friday of every month** not the 1<sup>st</sup> day of the month by:
- Check (mailed or picked up)
- Venmo

**NOTE:** Payment method is chosen by the consignor and marked on the contract.

**12. Can consignors be paid in cash?**

No. The Spot must maintain a **paper trail**, so payments are made by check or Venmo only.

**13. Will The Spot list each item sold when payment is made?**

Yes. The Spot keeps track of each item brought in, including photos and prices, and records them in the system.

**14. What are The Spot's hours?**

Jan–Feb: Fri–Sat, 10–5

Mar–May: Thu 10–2, Fri–Sat 10–5

Jun–Aug: Wed–Thu 10–2, Fri–Sat 10–5

Sept–Dec: Thu 10–2, Fri–Sat 10–5

**15. Is The Spot responsible for damage or theft?**

No. The Spot does its best to provide security but cannot be responsible for consignor items. Security cameras are present, but they function as a deterrent, not a guarantee.

**16. If I am both a consignor and a vendor, can I move items from consignment to my vendor shelf?**

No. Consigned items must remain in the store under consignment for the full **90-day consignment period** before they can be moved to a vendor shelf.