

Q&A for Consignments:

1. Who oversees the consignors at The Spot?
 - a. Charles Ralston, co-owner, will be overseeing all consignor questions and concerns. Charles can be reached via Facebook Messenger at The Spot, call 928-324-6400 (this number does not have text message), or emailed at Info@thespotaz.com for questions and concerns. His wife Lori can help assist when consignors are dropping off items between the hours of 3:30-5pm on Fridays and 10am-5pm on Saturdays if they know what prices they want each item to be. If the consignors need help with pricing items, they will need to see Charles for assistance.
2. If I do not have a current contract with The Spot, can I drop off any items I want to The Spot?
 - a. No, the first time bringing in consignment items will be by appointment only given by Charles Ralston, the owner. Pictures of the items will need to be sent via email, Facebook Messenger, or shown in person to Charles prior to bringing in said items. His wife Lori does not oversee first time consignors. Charles is available at 928-324-6400 (this number does not have text message) or emailed at Info@thespotaz.com.
3. Do I have to fill out a contract to consign items?
 - a. Yes, The Spot will provide a contract to be filled out for 90 days (about 3 months). All consignment items cannot be removed from the store for at least 90 days (about 3 months) of the date the item was taken in by The Spot unless prior approval is granted.
4. What happens after the 90 days (about 3 months) on my contract is up?
 - a. The consignor can renew their contract with The Spot with a written extension or come pick up their items after 90 days (about 3 months). It is up to the consignor to make sure they know their contract end date and follow up with The Spot in case The Spot does not have time to contact them first.
5. What happens if I do not pick up my items after 90 days (about 3 months)?
 - a. If the consignor does not pick up after 14 days (about 2 weeks) when their contract ends, their items will become property of The Spot and may be donated to local thrift stores.
6. What is the consignment percentage between the Spot and consignor?

- a. Consignors will receive 60% of the selling price and The Spot receives 40%.
7. How often can I drop off items once the initial sign up as a consignor?
 - a. Within those 90 days (about 3 months) the consignor can drop off as often as they want (see #9). The Spot would prefer any items to be dropped off between the slower hours of 3-5pm on Fridays and Saturdays. We do understand there are times when those hours do not work for our consignors. If items are dropped off earlier, the items may not be placed out on the floor until later in the afternoon due to the mornings can be busy for the store.
 - b. If the consignor must drop off earlier in the day & knows how much they want for each item, please contact The Spot letting them know items will be dropped off & provide paperwork of the priced items (showing the price you want or what you want us to sell it for) since The Spot may not be able to assist if the store is busy. If the consignor needs help pricing items, please come during the hours mentioned above. The Spot will still provide price tags for consignor's items.
8. How many items can a consignor bring into The Spot?
 - a. The Spot prefers no more than 25 items brought in per consignor at a time each week due to the amount of work it takes to help price, update everything into the system, & the space limitations.
9. What if I have a valuable item, is there a way to protect it?
 - a. Yes, depending on the size, The Spot does have a lockable display case that they use for their items that the consignor's item may fit in if room is available.
10. How does The Spot know who to pay for each item?
 - a. The Spot assigns each consignor a code and will place them on the price tag of each item brought in. When an item sells, it will be entered into The Spot's system.
11. When do the consignors get paid?
 - a. All consignors will be paid by The Spot with a check either by mail, picked up in the store, or Venmo (depending on the consignors' choice) on the 1st Friday of every month.
12. Can't consignors just be paid in cash?
 - a. No, The Spot needs to have a paper trail showing The Spot paid them via check or Venmo.
13. Will The Spot list each item sold specifically when payment is made to the consignor?

- a. Yes, The Spot keeps track of each item brought in (pictures are taken when brought in) and their prices are placed into their system.

14. What are the hours of The Spot?

- a. Jan/Feb – The Spot is open only on Fridays and Saturdays from 10am-5pm.

Mar-May The Spot is open Thursday 10am-2pm, Friday and Saturdays from 10am-5pm.

Jun-Aug The Spot is open Wednesday and Thursdays from 10am-2pm and Fridays and Saturdays from 10am-5pm.

Sept-Dec The Spot is open Thursday 10am-2pm, Friday and Saturdays from 10am-5pm.

15. Is The Spot responsible for damage or theft of my items?

- a. The Spot tries their best to provide security and protection for everyone's items but cannot be responsible for consignor's items. The store does have security cameras, but these are more of a deterrent than a guarantee against theft.

16. What if I am a consignor and vendor (renting shelf space) at The Spot?

Can I move items from my consignor list to my vendor shelf/shelves?

- a. No, the consigner will need to follow The Spot's current consignment policy of keeping the item in the store for at least 90 days (about 3 months).