

Give Back Boutique- FAQ's

Q: What is consignment?

A: Consignment is like a business partnership. You clean out your closet and bring in your items. We select the items we can sell and display them in our boutique for 60 days. Once they sell, we split the selling price with you 50/50.

Q: Why consign? Why not sell online?

A: Online selling is expensive. You pay auction fees, online payment fees and shipping fees, which means very little left over for profit. Plus, it takes a lot of effort. You have to photograph, type out descriptions, constantly monitor sales and ship promptly or risk a bad rating. If you do Craigslist or local online yard sales, you have to worry about strangers coming to your house! Bring your items to the Give Back Boutique because picking up a check is much easier, less hassle and safer!

Q: Why shop consignment?

A: Consignment shopping is just smart. You get gently loved or even new designer and better brands at a fraction of original retail. It is green, because we are recycling clothing and that protects our planet. Best of all, when you shop at the Give Back Boutique, each purchase you make raises money to help someone in need in your community. We call it “shopping on a mission”!

Q: What are the advantages of consigning with the Give Back Boutique?

A: -We have a mobile app so that you can, check your account, get notifications of flash sales, promotions, upcoming events and new arrivals!
-We do all of the work for you ...all you have to do is stop in to collect your check! We do all of the advertising, provide dressing rooms, and display your items in our boutique and out of the weather.
-We are your partner. We split what sells 50/50 with our consignors. Most shops only give you 40% or sometimes even less!
-100% of our profits go to support families in need in our community. So whether you donate, shop or consign at the Give Back Boutique, you are helping your community.

-We offer a free online service (MyResaleWeb.com) that allows you to check your account to see what items have sold, what items are still available, how much money you have earned so far etc. All this right from your own phone, tablet or computer, 24/7!

- We are a “one stop shop” ...in addition to taking your consignments we will save you time and hassle by taking your donations to the Christian Mission for you and providing you with a tax donation form.

Q: Do you buy items outright?

A: No, we only consign items. Our experience is that you will make a lot more money consigning.

Q: When can I bring in items?

A: We accept items during business hours until 1 hour before closing. We accept Fall/Winter merchandise from August-January and Spring/Summer merchandise from February/July. “Like” us on Facebook and download our app to find out exact dates.

Q: Are there items you will NOT accept from consignors?

A: Yes. We do not accept anything “knock off” such as handbags and jewelry.

We don't accept items with stains, pulls, tears, fading, odors, excessive wear, missing button or belts, or that are more than 2 years old unless they are considered vintage. We don't accept clothing items that have not been freshly laundered/dry cleaned, pressed and put on hangers.

Q: Who sets the selling price?

A: When you consign with us, we are in business together. We will price your items as high as possible, yet still keeping them marketable. We set the selling price based on supply and demand, condition, brand and what our customers are willing to pay. If you consign something very valuable, please bring it to our attention. If your items have tags, please keep them attached you will get more for your “new with tags” items.

Q: How will I know whether my items have sold?

A: Download our app! Push the “My Resale Web” button or go to www.myresaleweb.com you will need your consignor ID # to access

information about your consignment account. If you don't know your consignor ID or you don't have access to the Internet, please feel free to call us or stop by to see if your items have sold.

Q: When/How do I get paid?

A: Checks are written for account balances that are over \$40 at the end of each month. They are available for pick up on the 20th of the following month. Amounts \$40 or under will stay in your account and can be used as store credit or gift certificate purchases. Checks are not mailed and must be cashed within 90 days of issue date. All monies not claimed after 60 days will be considered a gift/donation to the Mooresville/Lake Norman Christian Mission and be used to help those in need in our community.

Q: What happens if my items don't sell?

A: Please be assured that we will do our very best to sell your items within the contract period. All items stay on the sales floor for 60 days, after that anything that has not been sold automatically transfers to the "store" account and is considered donated if not already picked up. We do not do reminder calls or pull your unsold items due to lack of space. It is the consignor's responsibility to keep track of the end of consignment days. They can easily find this date by downloading our app and pushing the "my resale web" button or searching for www.myresaleweb.com on their phone, tablet or computer to access their account information.

Q: How can I receive information on new arrivals and sales?

A: The easiest way is to download our app on your android or apple mobile device and allow notifications. That way you will be the first to hear of our "flash sales", "clearance sales" and "just because we love you" sales! Another way is to "like" us on Facebook, again allowing notifications so you will have access to our Facebook only sales. We also have an email mailing list that you can sign up for beside the register at the Boutique.

Q: How can I volunteer?

A: Just stop in or call us at 704-663-3677 and ask the lead volunteer to sign you up for a "New Volunteer Orientation" session with the Boutique

manager. These are usually held on Monday afternoons but can usually be moved to accommodate your schedule if Mondays are not possible.