

**Langley ThriftShop**  
757-764-7261

Visit: [www.langleyosc.org](http://www.langleyosc.org) for more info!

**Hours of Operation: Tuesdays, Wednesday, Thursdays**  
**10:00 am - 2:00 pm**

**WE RESERVE THE RIGHT TO CLOSE CONSIGNMENTS AT ANY TIME.**

Volunteers continually strive to do their very best. We appreciate your cooperation and kindness. If you have a concern, please address it to the manager. Thank you.

REMINDER: Volunteers are not required to assist in loading or unloading of your items. Please make your own arrangements for labor needs.

### **Essential Steps for Consignment**

Purchase contract for .50 cents (max. 2 limit)

Gather items, at home, and fill out contract.

Check in with greeter between the hours of 10:00 am and 12:30pm.

### **Essential Steps for Markdown/RTO (return to owner)**

Gather your items on the floor BEFORE checking in with greeter.

Check in with the greeter and ask for your contract folder.

Wait for turn with volunteer.

If necessary, take your items to the cashier to pay for RTO.

Preparing Item(s) Tags

The purpose of a tag on each item is to ensure you'll get credit. Items not tagged cannot be sold if the ticket is lost.

Please ensure the item number on your contract matches the tag item number you have assigned to that item. *See example below.*

Items found without tickets and will be put in our Lost and Found area until the day it expires. Any item not claimed by expiration date will be sold at Thrift Shop property.

First line = Description of Item

Second line = your account number; it will consist of last name initial + sponsor's last 4 SSN.

For this example:

L- is the first letter of the last name 1234 is last four digits of SSAN

Second line is the month-day-and item number on contract list

Fourth Line is Price

For this example:

Charlotte's Web L1234 7-5-8 \$3
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### Filling Out Your Contract

**HOT TIP:** Order your items in like categories, this makes it easier on you and our volunteers when processing. Please do your best to choose the proper department. Example: Books, Crafts, Clothing, Household, Outdoor, Seasonal, Sport, and Toys.

### Seasonal Schedule:

Jan-March---Bring Spring  
March-June---Summer  
July-September---Fall  
Sept-December---Winter  
Holiday clothing and decor-- 90 days before the Holiday.

If another consignor has the same last four, a zero will be added to the end of your number and you will be notified.

Please fill out your address information. According to your blind tags, fill in your contract.

(See example below)

## **MARKDOWN OF ITEMS**

“Markdown of Items” must be done during the consignment hours of 10:00 am – 12:30 pm. It is the customer’s responsibility to know if items to be marked down are still available for sale.

If you wish to markdown any items please **COLLECT YOUR ITEMS BEFORE SIGNING IN.**

Consignors may mark down the selling price of an item ONE time during the consignment period. A valid military ID will be needed to mark items down.

Information on an existing contract can be changed only by the account holder or alternate named on the account card. No markdowns will be made by phone.

**REMINDER:** Marking down the price of an item will NOT extend the original expiration date.

## **MARKDOWN STEPS**

1. Bring items to the consignment area waiting area.

2. Sign in and you will be called accordingly.
3. You will be asked for your ID card in order to retrieve your file.
4. The consignor will decide on the lower price. The volunteer will stamp each ticket to be marked down using the red MARKDOWN stamp.
5. The volunteer will then line through the original price and write the new price using a RED PEN.
6. The volunteer will annotate the markdown price on the original consignment sheet in the Markdown column. The volunteer and consignor will each initial in the Markdown column. This must be done on each item to be marked down.
7. After the markdown is completed, the volunteers will replace your items on the floor for sale.

### **RTO - RETURN TO OWNER**

“Return to Owner” (Withdrawal of items) must be done during the consignment hours of 10 am-12:30 pm.

If you wish to withdraw unsold items please COLLECT YOUR ITEMS BEFORE SIGNING IN.

Items not sold or not withdrawn by the owner prior to close of business on the expiration date will become Thrift Shop property.

*If you are slated to go TDY or if something will keep you from being present to do this, you must make arrangements with the manager prior to your departure- NO EXCEPTIONS.*

### **RTO STEPS**

1. Bring items to the consignment waiting area.
2. Sign in and you will be called accordingly.
3. You will be asked for your ID card in order to retrieve your file. The volunteer will locate each item on your contract and write the date of withdrawal in the “RTO” column.
4. Both you and the volunteer will initial each transaction.
5. The volunteer will stamp each ticket with the RTO stamp, cross through the price and write the RTO fee to be charged on each ticket. (This fee is based on the original selling price and is assessed per item.)
6. The volunteer will remove these items from the computer at this time and hand the tickets to the cashier. Customers will then pay these fees to the cashier.

(Items not accepted and examples on other side)

Items Not Accepted:

air conditioners (window mounted) baby bottles batteries bean bags bed frames bed pillows bed mattresses (exception: vinyl crib) bed rails (except with head/foot boards) bed springs body suits/leotards  breast pumps caller IDs candles (used) car radios car seats ceiling fans cell phones, colognes, perfumes, lotions computer parts and accessories condensed Reader's Digest Books cosmetics cribs devices that require specialty batteries without usable batteries doors electronics (if we cannot test it, we cannot take it...subject to Manager Approval) encyclopedias flammables food game platforms/systems: Atari, X Box, Nintendo, PlayStation, Sega, etc. gasoline powered equipment and appliances humidifiers incomplete sets of items (miscellaneous non-matching coffee mugs, plates, etc.) inflatable mattresses/toys knives (except cutlery sets) lamps without usable bulbs light fixtures	live plants magazines medicines of any kind mirrors, unframed nightwear, pajamas, bath robes (exception: children's size 0 to 7) outdated or unusable clothing (leisure suits, stained) paints of any kind patterns (sewing, etc.) personal electronics (razors, hair curlers, curling irons, hair dryers, etc.) plastic sport bottles, straws (new or used) portable toilet seats (adult, child) refrigerators (except small, dorm size) rugs larger than 9x12 software (includes software and information books on software) space heaters sports bras stereo speakers stoves, cook tops stuffed animals swimsuits (infant only) televisions (except flat screens) text books tires, rims underwear, including thermal and new uniforms VHS Tapes washers, dryers watches without batteries waterbed mattresses and frames weapons, firearms wigs, hairpieces wire hangers
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Item #	Description	Color	Size	Price	Markdown	RTO
1.						
2.						
3.						