

Dear Consignor,

In light of the current resale market and in order to remain a viable business in the wake of many consignment shops closing, we have started to examine our policies and make some changes. Many consignment shops are going to a 60/40 split (in our favor) but we are trying not to do that at this time by making some other changes. Most of you won't notice or care about these changes. Those that do, we completely understand if you decide to take your business elsewhere.

We will no longer allow your items to be picked up after you leave the shop for the following reasons:

1. In spite of the fact it is in the contract that you are responsible for collecting items you want back, we are spending way too much time helping people locate things. It has proven impossible to find all unsold items among the thousands and thousands of items in the shop. RDR personnel need to focus on tasks that help us keep our doors open, like pricing new items, helping customers, updating social media, etc.
2. We have two closets full of items waiting for people to pick up. People drop off stuff and say they'll be back to pick up what we don't want and they don't come back. We call to remind them and they don't answer, they don't have voicemail setup, or they're just too busy. This wastes our time, energy and storage space (all of which are in short supply)!

SO, if you want ANYTHING back (tubs, hangers, rejected items, etc.) you must make an appointment and wait to take items with you. Drop-offs must come in on hangers or folded neatly in a box, sack, basket or tub that you don't want back (no trash bags). Anything we can't sell after you leave will be immediately donated. After 60 days, all items will switch to the shop account and will be sold, marked-down, donated, or saved for the next season. Exceptions will ONLY be made for items priced over \$39.95 IF requested at the end of 60 days.

Now the Good News:

1. Our new program allows consignors to use all or part of their consignor credit toward purchases. Anytime you use your consignor credit in the shop, you will automatically get 10% off your entire purchase, every time!
2. We have removed the \$5 quarterly fee and it will no longer be charged to your account.

Thank you for your understanding and patience as we put these new practices into place. We hope to continue to have a long, profitable relationship with all of you!

Sincerely,
Your friends at Rainy Day Resale