

## General FAQ's

### What does consignment mean?

Consignment is when you entrust a person, or company to sell some of your belongings or other items on your behalf. The items remain yours until they are sold, and once the seller (us) sells your items, you are paid a commission for the sale of those items.

### Where do you get your inventory?

Our inventory comes from a variety of different sources. We would not be successful without the unique, high quality and well taken care of home furnishings we get from our consignment vendors.

From time to time, we receive display items from commercial vendors as well as furniture from Calgary homes. We sometimes receive trade show samples and manufacturer samples, and are able to sell them at a great savings to you.

We are thrilled to work with some of the city's top show homes, and designers, and to receive display items from corporate buying shows, estates, and private consignors. This allows us to offer not only antique and vintage goods, but also items that are hot off the market and in immaculate condition.

### Why do people consign?

In many cases, décor simply no longer works in someone's home, be it after a renovation or a change of heart, and can now fit perfectly into another. Many of our consignors are just looking for a new piece that fits better into their life, and consign the original piece to make room.

### Why should I consign?

Consignment is easy and safe, and way less work for you. Consigning with The Consignment Gallery saves you from spending money on classified advertising and waiting at home for potential buyers to come view your sale items. Furthermore, one of the most important factors for many is the safety aspect of it – not having strangers come into your home to view the items. In addition to the reasons why selling furniture yourself can be a personal burden on you, our reputation for carrying high quality furnishings, and our ability to stage and sell your items results in a higher average selling price than private sale or auction.

## How does it work?

All new consignments begin with a viewing of the items you are hoping to consign. We recommend submitting photos via email to [viewing@consignmentgallery.ca](mailto:viewing@consignmentgallery.ca).

We accept items based on condition, style and quality. If the items are suitable for consignment, we may need to do an in-home viewing, at which time one of our representatives will discuss pricing with you. Our viewer gives a low and high price to ensure you can get an idea of pricing strategy and what you are likely to receive in commissions. Pricing is ultimately set in the store, as our specialized showroom lighting can show damage that could not be seen in the home. Feel free to call us with any specific questions about the consignment process at **403-253-7880**.

## Are Consignment Gallery employees paid a commission?

No, our philosophy at The Consignment Gallery is to allow our customers to browse at their own pace so as not to bother you, or pressure you to make a sale. We value building trust with our customers and want to help you find an item to meet your needs and that you are completely happy with, rather than meet a sales target. Our staff is always available to offer you decorating help, interior design tips, product knowledge and other suggestions about furnishing your home. Our sales representatives are never far away and would love to help you find your next piece of furniture or home décor item.

## FAQ's for Consignors

### What types of "items" does The Consignment Gallery accept?

We will consign your furniture or other home décor, based on three characteristics: condition, style, and quality. We pride ourselves in only consigning well maintained furniture and other home décor. If you'd like to consign with us, please see our sellers page regarding how you can bring in items to be viewed (or how we can come to you!). If you've never consigned before, we'd love to help make it easy for you. Just contact us and we can get you started.

### How long do you keep my second hand furniture?

Your items are consigned to us for a 90-day period. Much of our inventory sells faster than that, but some particular pieces require longer exposure in our showroom, as styles and demand changes regularly. Don't fret if your furnishings don't sell immediately. We signed an agreement with you because we believe that someone else could enjoy having them in their home. We will continue to promote your items at a lower price (see below).

### What happens to my items if they don't sell within the 90-day period?

We do our best to display and promote your pieces in our gallery and on our social media channels. In our experience, items that are priced correctly and are desirable sell quickly from our showroom. In the event that your items aren't sold within the first 30 days, we will mark down the items by 10%, and again after 60 days. If items have not sold within 90 days, they may be marked down up to 50% off. At that point, If your consigned items have not sold, we will contact you to see if you would like to pick up your pieces or have them donated to a charity in Calgary, at no cost to you.

### Will you notify me when my items have sold?

Once we sign an agreement, it is up to the consignor to check in on their account to see if their furniture or other home décor pieces have been sold. *Please note, money owed will not expire.*

Please call us to find out if your items have sold, or if you have any additional questions we can assist you with.

### Who sets the price on my items?

The Consignment Gallery sets all of the prices on our consigned furniture and other home décor based on almost 20 years of experience and market knowledge. While we

set prices with input from our consigners, we are unable to allow consignors to set their own prices for a number of reasons. Items priced too high will not sell and items priced too low aren't fair to the consignor. Our experience and knowledge of the market helps us price fairly for both consignor and customer. Items remain yours until they sell.

Our pricing formula takes into consideration the condition of your home furnishings, quality of construction, manufacturer, brand, original price, where it was purchased, style, colour, and demand for the item in the marketplace. We also price competitively based on other items in our beautiful showroom.

### Do you negotiate pricing with your consignors when setting the price?

Yes, we always have an open discussion with our consignors when setting the price on your items. Our pricing is honest and reflects current market trends and industry pricing standards. Our expertise ensures that it is in both the consignors and The Consignment Gallery's best interest for us to set the selling price of your second hand furniture.

### You've sold something for me. When will my payment be ready?

Payment is ready to pick up on the 16<sup>th</sup> of the proceeding month for when the item was sold. Payment under \$20 is not issued; it will be added to your payment when another item sells from your account. Feel free to contact us to discuss this further if you have any questions, or to see if your items have sold.

### Can I have my cheque mailed to me?

Yes! We can mail you a cheque if that is more convenient for you. However, it will be at the consignor's own discretion. There are some variables that can delay payment receipt (e.g.: postal delays). You may opt to use Xpress Post, which is available at an additional cost incurred, provided the address is within Canada.

If you are moving or live outside of Canada, please contact us to discuss other options.

### What styles of furniture do you accept?

We consign a broad range of styles from many different periods. In the past, we've carried modern couches to vintage sofas, and contemporary to antique dining sets, for example.

If you want more information on whether your furnishings would be a good fit to consign with us, please contact us to discuss.

## The Consignment Gallery carries gently used home furnishings. What condition should my furniture be in?

We pride ourselves on only carrying top quality lightly used home furnishings. The furniture you are looking to sell should be in good to mint condition. We evaluate your furniture on a scale of 1 -10, with 10 being the best possible value based on condition, style and quality of the piece. As a general rule, we only look for pieces that are an 8 to 10 rating to ensure high quality for our buyers. You are responsible to ensure all of your items are clean, free of stains and free of odours.

## Who handles the logistics when you consign with us?

The Consignment Gallery will arrange for our professional moving team to pick up your furniture from your Calgary address, or the surrounding area, and deliver it directly to our showroom. Pick-ups will incur an additional reasonable cost to ensure quality service, when available. If you are located outside of Calgary, additional fees apply. Consignors can also choose to drop off their merchandise weekdays between 10am-4pm. It is recommended that you call us prior to this so we have a furniture mover available to assist you.

After delivery, our professional stylist arranges the pieces in our 18,600 sq ft. showroom along with other high quality consignment furniture and decor. Our designers and stylists are experts at displaying items to sell in beautifully displayed vignettes so your items can be experienced, rather than just seen – helping with lifestyle visualization.

## Can I take back my items if I change my mind?

Absolutely, you may take back your item(s) at any point of the consignment process, up until your item has sold. Due to the store size, and volume of consignors, it is recommended that you call prior to picking up so your item(s) are ready for you when you arrive.

## Do you buy items outright?

We operate strictly on a consignment basis. While we sometimes purchase corporate show samples or display items, at a bulk savings, direct from manufacturers, we do not purchase merchandise from consignors outright. When we save on buying new current trends, we are able to provide more savings to our customers, and you can get some pretty fabulous finds!

## FAQ's for Customers

### Are the prices of consignment items fixed?

Yes, as per our agreement with our consignors, items in our showroom are priced as marked. We do not negotiate on pricing or call consignors with offers. When working with our consignors, we believe in the highest level of professional integrity and respecting what was previously agreed upon in our contract. All consignment home furnishings have a set price for 30 days, and after those 30 days, items will be reduced by 10%. After 90 days, items may be move to clearance (some exclusions apply).

### Do I get a discount if I purchase multiple items?

Our inventory comes mainly from consignors, but also from commercial vendors, designers and some estates. Each consignor has a unique agreement with the Consignment Gallery and in order for us to continuously honour that agreement, we are unable to offer a discount when multiple items are purchased.

We showcase beautiful furniture and home decor in our 18,600 sq ft. showroom located in Calgary and display it in such a way that you can visualize it in your own home. These items are often from all unique consignors and displayed together based on theme and design. We do love to see our professionally staged vignettes purchased as a set. We always love to see and feature pictures of it set up in your own space via social media by using #MyCGFinds.

### Do you offer layaway?

Yes, we do! We offer layaways for a 2-week period. You put 50% down at purchase and you pay the 50% remaining balance in 2 weeks.

### What type of payment do you accept?

We accept cash, debit, Visa, MasterCard, and American Express.

### Can the furniture I purchase be delivered to my home?

Absolutely. The Consignment Gallery offers delivery throughout Calgary and the surrounding areas for a reasonable cost. Pricing varies based on location and time for a pick-up or delivery.

Did you know that we offer a discount when booking a pick-up and delivery together (during the same appointment)? Call us at **403-253-7880** for more information and to book your delivery.

### Can I put an item on hold?

Yes, items can be placed on hold until the next day at 12p.m. Due to the nature of our business, holds are a little bit different than you may be used to. If another customer comes along ready to purchase, we will call you and allow you the first right of refusal. If you still want the item, you will have the chance to purchase the item at that time. To place an item on hold, contact us at **403-253-7880** or speak to one of our sales representatives on the floor.

### Do you have a return/refund policy?

Small items sold (i.e. lamps, pictures, dining chairs, bar stools or end tables – small home décor) are allowed a 24 hr. grace period for returns. For larger items, we suggest measuring pieces to ensure they fit in your home prior to purchasing (don't worry, our sales representatives are always happy to lend a hand). While refunds and returns are possible, some fees and exceptions may apply. Please call us for more details at **403-253-7880**.