MONTAGE CONSIGNMENT POLICY

Consignor #: _____ **Owner Contact:** Jessica | 804-921-6709 | JClemDeane@gmail.com

Welcome to Montage! We want consigning with us to be easy, clear, and actually enjoyable. Please read this page before your first drop-off. It covers the important stuff, answers the common questions, and saves us all from the dreaded “but I didn’t know...” moment.

WHAT WE ACCEPT

Items must be **in season** and look **brand new**. We do not care when or where you bought them or how much you paid. We do not clean, iron, or lint-roll items, so if it is not floor-ready at drop-off, it will be returned. **Spring/Summer:** Feb-Jul. **Fall/Winter:** Aug-Jan.

HOW TO CONSIGN

Appointment only. One appointment per month. Appointments must be made **by text only** at **804-921-6709**.

FEES

There is a **one-time $10 account setup fee**. If a buyer uses a credit card, the processing fee is shared between the customer, consignor, and the store. If you see a “CC fee,” that is why. Tiny fee, no conspiracy.

CHECKING YOUR ACCOUNT

Go to **MontageTreasures.com** -> **CONSIGNOR LOGIN** -> **Click Here**. We do not call or email account updates, so it is your job to stay current. Items may take **up to 1 week** to appear online. If anything is missing after 1 week, tell us right away; otherwise, Montage cannot be responsible for unreported missing items.

PRICING + MARKDOWNS

We generally price items around half of retail or perceived value. You can view pricing online, and if you are not happy with a price, contact us promptly so we can review it. You may also submit pricing guidance on our website **before drop-off**. Markdown schedule: **Days 1-15:** full price | **After 15 days:** 30% off | **After 30 days:** 50% off | **After 45 days:** 70% off | **After 60 days:** returned or donated.

THE SPLIT

Bring **20 items or fewer** and you receive **40%** of the selling price. Bring **more than 20 items** and you receive **30%**, based on the number brought in, not the number accepted. Choose your pile wisely, darling.

GETTING PAID

Checks are written **Tuesday mornings by request only** and may be picked up after **11:00 AM Tuesday**. Requests must be made by calling the store at **804-980-1693**. Checks under $10 are not written unless you no longer have items on consignment. Checks not picked up within **6 months** are void and funds are forfeited. **We do not mail checks unless you live out of state.**

PICKING UP UNSOLD ITEMS

Your online account shows each item’s expiration date. If you want unsold items back, call **804-980-1693 within 7 days of the expiration date** and request a pick-up. Otherwise, unsold items are automatically donated. Pick-up requests are processed on Mondays and can take **up to 2 weeks**. **We will call you when your items are ready.**

DAMAGED ITEMS

If an item’s status changes to **damaged**, it means we accepted something we should not have. Please arrange to pick it up, or call us if you would like it donated instead.

QUESTIONS OR ACCOUNT CONCERNS? Please do not question the person working the register. Let our sales team do what they do best: *sell your stuff.* For the most accurate account information, contact Jessica directly by text at 804-921-6709 or email JClemDeane@gmail.com.

QUICK REFERENCE

Website MontageTreasures.com	**Store Hours** Mon-Fri 11-6 Sat 10-5 Sun 12-4
Check / Pick-Up Request Call Montage: **804-980-1693**	**Appointments + Account Questions** Text Jessica: **804-921-6709**
Follow Us Facebook + Instagram: **@ShopMontage**	**Best Rule of Thumb** Store requests = call Montage. Account stuff = text Jessica. Easy peasy.