

Saturday 15th October 2011

VENDOR INSTRUCTIONS



1. PRICING

- Please ensure all items are priced otherwise we can't sell them.
- The NCT will receive 30% from the price of each item sold under £30 and 15% of the price of each item sold £30 or over.
- Prices must be to the nearest 50p (if an item is priced differently we will round down to the nearest 50p).
- Consider how much similar items cost when new. If five baby vests can be bought in a supermarket for £2.50, pricing even branded vests at £3 is unlikely to result in a sale. As a rough guide we'd suggest that items in very good condition should be sold for approximately ¼ of the original selling price.
- Always assume that your customers are aware of the brand names used by the supermarkets, Primark, Matalan etc., and price accordingly.
- A selection of similar items can be bundled together as one item, e.g. three t-shirts, four sleep suits. This results in fewer individual items for you, our volunteers and customers to handle. Package loose or multiple items in clear plastic bags so that contents can be easily viewed by buyers.

2. LABELLING

- Please use the label template supplied with this form
- Ensure you complete all the information and attach the label to your sale items.
- **MARK YOUR LABELS WITH YOUR ASSIGNED COLOUR CODE** – this helps us to sort and return your unsold items and calculate the proceeds of your sales correctly.
- **Please write your vendor number and item number on both the top and bottom portion of the label.** This helps us track an item back to you in the event of a problem.
- Feel free to personalise the bottom half of your labels e.g. using coloured card (**appropriate to your colour code, not another colour please**) or giving your labels a coloured border/icon/stickers etc. – it helps us in sorting the labels after the sale!
- Secure **ONLY THE TOP PORTION OF THE LABEL** with a safety pin. Only where this is not possible use string, masking tape *or last resort*, sellotape. **NO STICKY LABELS OR DRESSMAKERS PINS ARE TO BE USED.** Your label needs to be easily cut off in one piece at the tills so you can receive your money and the sale item does not get damaged.

Vendor no.: <i>(supplied in email)</i>	Item no.: <i>(unique number for each item e.g. 1, 2, 3,)</i>
Vendor no.: <i>(supplied in email)</i>	Item no.: <i>(unique number for each item e.g. 1, 2, 3,)</i>
Age range: <i>(0-3 m, 3-6m, 6-12m, 12-18m, 18-24m, 2-3y, 4-5y, 6-7yr)</i>	
Category: <i>(boy/girl, toy, book, video, equip, maternity, shoe, hat, swim, other)</i>	
Description: <i>(brief description of item)</i>	
Price: (To nearest 50p)	Colour code: <i>(colour code supplied in email)</i>

3. VENDOR FORM

- Please complete the attached Vendor Form using the vendor number supplied to you.
- The information supplied on this form should correspond exactly with that used on the labels.
- **ATTACH A STAMPED SELF-ADDRESSED ENVELOPE** for return of the proceeds. **If no S.A.E is attached to your form a charge of £1 will be deducted from your sale proceeds to cover costs.**
- **Please ensure you make a copy of your Vendor Form for your records** as you will not receive your original form back after the sale.

4. DELIVERING ITEMS TO THE SALE

- Please pack your items in **at least one strong box clearly labelled with your vendor number and colour code** (there is a template supplied with the labels templates). This is needed to return your unsold items.
- **PLEASE BUNDLE ALL ITEMS ACCORDING TO AGE GROUP AND CATEGORY** (i.e. 0-3m Girls, 3-6m Boys, Toys, Books etc) into separate carrier bags and make sure you label the outside of the bags/boxes.
- It is advisable to place as much as possible on hangers (in particular girls' dresses, maternity clothes and coats) as we cannot supply hangers, and this usually increases your chance of a sale.
- Due to space restrictions we cannot guarantee to display out of season items, and suggest that you hold on to summer items until the spring sale.
- Items should be **DELIVERED TO THE SALE ON FRIDAY EVENING BETWEEN 7 – 8.30PM**, with a completed Vendor Form and S.A.E. When you arrive, you will be advised where to place your bundled and labelled bags/boxes. **You will be allocated a half hour delivery slot, please try to stick to your slot to alleviate congestion in the car park at Kings School. We won't be accepting items after 8.30pm.**

5. THE SALE

- Only named helpers will be allowed to remain in the school prior to the sale. We would love you to join us as a volunteer at the sale, and we need about fifty people to help make our sales a success. We offer half an hour of priority shopping before the sale opens to the public, tea, coffee and snacks, and good fun in return for your time. There are a variety of tasks before, during and after the sale so if you have a preference please let us know.
- We have two shifts:
 - On the day itself, we would need you from 8am to 2pm.
 - We also have a "before and after the sale" split shift, during which you would help us set up on FRIDAY evening from 6pm – 10pm, and then again at the end of the sale from 1pm – 3pm. You must be prepared to stay until we're finished and would be able to do your shopping on FRIDAY evening.
- If you are interested in being a volunteer, please contact Louise Riordan (louise_willmouth@hotmail.com).

6. AFTER THE SALE

- **Your unsold items MUST be collected from the hall at 1.30pm on the day of the sale. Any items not collected by you on the day will become the property of the NCT. Your deposit cheque will be returned to you at this time.**
- Vendor cheques will be processed as soon as reasonably possible after the sale; this process usually takes approximately 4 weeks.
- If labels are lost from items we cannot sell them and they will be collected up at the end of the sale. Once vendor cheques have been received, if you believe one of your items has lost its label (i.e. it has not been sold nor returned to you) please call one of the NCT NNS team with a description and we will check the lost property box. If items are not reclaimed within a month of the vendor cheques being received, they will become property of the NCT.

7. WHAT YOU CAN SELL

- ✓ **Baby and children's clothes** Clothes for very young babies tend not to sell well, so there is a maximum of 20 items per vendor across the age ranges newborn, 0-3 months and 3-6 months. There is no limit on the number of items that you may sell for older babies and children up to a maximum size of 7yrs.
- ✓ **Maternity wear** on hangers, labelled by dress size, on the hanger
- ✓ **Non-electrical equipment**
- ✓ **Books, toys and DVDs.** Items must be in good working order. Please check that games and jigsaws are complete. Battery operated toys should contain working batteries so that they can be tested.
- ✓ **Prams & Pushchairs** provided you have the original instructions and safety regulations. Instructions printed off the internet are unacceptable.

NCT has issued new guidance in relation to the following items, which may also now be sold:

- ✓ **Second-hand shoes** provided they are clean and lightly worn.
- ✓ **Mattresses** provided they are clean and dry with a waterproof cover and no cracks, tears or holes
- ✓ **Baby doorway bouncers** provided you include assembly instructions including the weight limit
- ✓ **Wheeled baby walkers & sit in activity centres**

8. WHAT YOU CAN'T SELL

- × **Bag-style baby slings** with a deep pouch and elasticated edge (e.g. Premaxx, Infantino)
- × **Car seats, car booster seats or car seats from travel systems**
- × **Riding hats or crash helmets**
- × **Breast pumps, feeding bottles**
- × **Maternity/nursing underwear**
- × **Soft toys**
- × **Videos**
- × **Hand knitted garments or toys**
- × **Any item of clothing with a draw string round the neck**
- × **Mains powered electrical equipment.**

Maintaining high standards is key to the ongoing success of NCT nearly new sales so everything must be NEARLY NEW QUALITY. Please do not enter items which are faded, stained or damaged. A quality control team will be removing unsuitable items before and during the sale.

LEGAL DISCLAIMER

Although every care will be taken with the security of your sale goods, the NCT cannot accept responsibility for labels that become detached and lost, or for lost and damaged items. All items are left at the owner's risk.

Please be aware that your details will be held on personal computers for the sole use of communicating with you for the NCT Nearly New Sale.

COMPLAINTS PROCEDURE

We are committed to running a successful sale in support of the NCT. All money raised goes towards the NCT's charitable objectives by supporting parents and parents-to-be in the local area and across the UK. If you have a complaint, please tell us about it.

Complaints should be received by email to our Sale co-ordinator, within two weeks of the sale. The complaint will be investigated and you will receive a response within 7 days. If, for whatever reason, the response you receive is not satisfactory, your complaint can be referred to the regional representative or UK Office, as appropriate.

If you have any queries please contact any of the Nearly New Sales Team:

Joanne Benson	nearlynewsale@winchester-nct.org.uk (sale co-ordinator)
Louise Cranfield	louise.cranfield@googlemail.com (vendors)
Louise Riordan	louise_wilmouth@hotmail.com (volunteers)
Asia Ennis	ajennis.nct@gmail.com (advertising)