

Basingstoke NCT Nearly New Sale – Frequently Asked Questions

Below are the answers to some commonly asked questions about our sales. If you have a query which isn't covered below please go to our **NNS Facebook Group** <https://www.facebook.com/BasingstokeNCTNNS/> where you will be able to put your question to the organising team.

Q. Why can't I bring my pushchair?

A. We have so many people trying to get to the items for sale that pushchairs cause a real problem. If you can, ask a friend to come with you to the sale to hold your baby/keep an eye on your toddler while you shop. Failing that, do you have or can you borrow a sling or carrier for a young baby? If you have never been before, imagine the first-day-of-the-sales scrum as people dash for the best bargains - do you really want to be trying to negotiate that with a pushchair?

Q. Why are you so fussy about how I label my stuff?

A. The labels are how you get paid – The barcode on your label matches the items to your spreadsheet. If the barcodes cannot be scanned it takes longer at the tills as we need to enter items by hand.

Q. I want to buy it but it hasn't got a label, why won't you sell it to me?

A. If an item has lost its label we can't match it up to its seller and are unable to process it. During the sale all unpriced items that turn up at the tills are taken to one side, and if the label turns up it is re-attached and the item is put back out for sale.

Q. How can I pay for my purchases?

A. We accept cash or credit/debit cards

Q. What cards do you accept?

A. Visa, Mastercard, Maestro and Solo cards - not American Express.

Q. Why can't I pay by cheque?

A. Banks have now ended the cheque guarantee scheme and, as we have to pay the sellers their commission even if cheques bounce, we cannot risk losing money through refused cheque payments (as has happened in the past).