

June 27, 2019

## Dealer Handbook: Rules / How To/ Regulations

1. All dealers must sign the C and D Dealer Contract prior to placing any merchandise in booth space.
2. All dealers must pay first and security deposit rent prior to placing any merchandise in booth space.
3. The security deposit may be used as last month's rent.
4. All dealers must respect other dealer's merchandise and space. Any conduct detrimental to the other vendor's in the store, or C and D will be cause for immediate termination of contract with only the security deposit/final month and sales up until that date being reimbursed.
5. Dealers should never block or place an item in another dealer's space under any circumstances.
6. All dealers must keep their booth in clean sellable condition with no items that will cause damage or accident. C and D will remove any items that are not secured safely and place in storage in the building. C and D will remove items that "stick out" too far from the booth area, it creates a tripping hazard.
7. Push Pins can be used for hanging items in the wooden booths, for any other type of hanging mechanism, please get proper approval ahead of time. Ex: (Adhesive, nails and screws)
8. Dealers will have the option of consigning larger items that cannot fit in their booth for a split of 70:30 in the dealers favor, as opposed to the normal 50:50 split.
9. All dealers must price their items with the following information visible on the tag:

Price of item - Item Description - Dealer Number (I.e. GG25)

All items may be subject to a dealer discount for other vendors that come in to buy. If there is no wiggle room in the price please note this by writing "net" on the price tag, which will alert the cashier that your item will not be subject to this discount.

Booths should never be used for storage of any kind. No item should be placed in the booth without a proper price tag. Price tags can fall off, get ripped off, please pay attention to the item you are pricing, ideally it will be tagged in a way where this doesn't happen easily.

Please ensure any markings, stamps, stickers on your items are accurate.

**We are not responsible for lost, stolen or broken items.** As much as it stinks this is an unfortunate part of any retail store. Items lost, stolen or otherwise will not be covered by the store. We are a retail store and these things do happen, but we do our best to ensure this is not the case, and handle incidents on a case by case basis, trying our best to make the best decision for all parties involved.

We encourage the following to avoid mixups etc...

1. Obvious price tags with clear language, that the cashier can understand.
2. Price tags that cannot fall off, get switched out, etc... With the amount of inventory we have if we find a stray item we will try our best to leave an unmarked item out front for a few days to be claimed by the respective vendor, after which we will donate or clearance.
3. If there are items of higher value in your booth that cannot be put in our locked jewelry case, consider a small insurance policy for your booth.
4. Frequent visitation to your booth will not only increase sales, but effectively tells shoppers "you are home" they will be less likely to shoplift, and you will have better track of your inventory.
5. If an item is missing after looking to see if it is placed in another dealer booth we encourage you to let us know by email. Please list the item(s) and include pictures if you have them, we will check our system to see if it has been rung in accidentally under a different account and will let you know. We have found missing items to have most often been misplaced.

### **Our POS System is here to help you:**

We encourage all dealers to use our cloud based pricing system through our POS Ricochet Consignment. You may request a username and login, and access your real time sales 24/7 from a computer, smartphone or tablet at the following web address:

Printed barcode tags, can help us at the cashier. It allows us to process customers faster, and concentrate our attention on the customer and the inventory rather than, manually typing in hundreds of items a day. It will help from a clarity standpoint with labeling and handwriting, we appreciate your strong consideration.

[consignanddesign.ricoconsign.com/dashboard](http://consignanddesign.ricoconsign.com/dashboard)

If you would like to use our POS as a way of keeping track of unsold inventory and pricing you will need a specific Dymo label printer that is compatible, and available to be purchased on Amazon for approximately \$60.

Additionally we now have an online marketplace that is native to our website [www.consignanddesignnh.com](http://www.consignanddesignnh.com) where anybody can purchase items chosen for the webstore and shipped.

All Vendors are able to post items in store or can be online only for a limited time free of charge, with no commission.

Lastly, we are hoping to plan, an open house type of event throughout the summer on a monthly or weekly basis, and maybe a flea market clearance type event. The open house, might be 5-7pm on a Friday, we are thinking of serving wine, and some hors d'oeuvres and encourage all vendors to take part. If you would like to be near your booth with special promotions and available to answer questions that's great, otherwise it will be meant as a social event to promote the store, and for the public to have access to us after the work day. We will need everyone to help spread the word.

**Please send me email at [consigndesign@live.com](mailto:consigndesign@live.com) with the subject "vendor contact" This is how I will correspond with vendors going forward, so please don't forget this step.**

**I will use this address book to keep you all informed of any happenings, and as a way to network.**