

This Handbook is intended to give helpful guidance to new and repeat consignors at the Thrift Shop at Fort Detrick. Updates and additional information will be posted on the Thrift Shop website at www.detrick.army.mil/thriftshop and on Facebook at www.facebook.com/thethriftshopatfortdetrick .

A. THE BASICS

Who is eligible to shop - The public is able to enter Fort Detrick and shop at the Thrift Shop. All visitors to Fort Detrick are subject to an NCIC (National Crime Information Center) background check. Visitors with issues such as an outstanding arrest warrant, recent felony convictions or being listed in the Terrorist Screening Database will not be allowed access and if appropriate, will be handed over to legal authorities. When planning your visit to the shop, please allow additional time for this screening process. All visitors without DoD ID must enter through the Nallin Gate off of Opposumtown Pike and stop at the Visitor's Control Center right inside the gate. For more information contact the Fort Detrick Installation Badge Office at 301-619-1191.

Who is eligible to consign - Any active duty or retired member of the Armed Forces, their immediate family members, civilian personnel and contract civilians working at Fort Detrick, and their immediate family members, retired civilian personnel and anyone who does not fall in those categories who works as a volunteer for at least 3 hours each week are authorized to consign items for sale at the Thrift Shop.

First time consignor - First time, new consignors need to come to the shop and set up an account, at which time our Terms and Conditions Contract will be explained to the consignor and consignor will be required to sign the Contract. Cost for establishing a new account is \$5.00 (one-time fee). After the first time of consignment, a fee for each contract sheet of items (14 items per sheet) is \$1.00 will be assessed. This is in addition to the 25% Thrift Shop commission on items sold.

The consignor sets the selling price of merchandise consigned. The lowest price for consignment is \$2.50, and items must be priced in .25 cent increments (\$2.50, \$2.75, \$3.00, \$3.25, etc.). DVDs, CDs, VHS movies, and books may be priced lower than \$2.50 but still must be priced in .25 increments.

When to bring items to the shop - Consignments Accepted: Tuesday, Wednesday and Friday, 1000-1400, and 1st Saturday of every month from 0900-1100.

Consignors are limited to 140 items per calendar month. All clothing must be on hangers which may be picked up at the Shop. The consignor's tags will be reviewed for correct information and will be given instruction on how to tag their items correctly. Incorrectly tagged items will not be accepted. Tags must include the size, brand, etc. of the item to ensure items are placed correctly in the shop.

Contract and Expiration dates for clothing and furniture links can found on the Thrift Shop website at www.detrick.army.mil/thriftshop/expirydates.pdf . Shoes, hats, scarves and gloves are considered clothing. The expiration date chart will indicate when furniture is not permitted to be brought to the shop due to space restrictions. Please call ahead if you have large furniture to make sure space is available.

Fall and winter items are accepted from August through January. Spring and summer items are accepted from February through July. **NO EXCEPTIONS! FOR EXACT DATES, SEE THE CONTRACT EXPIRATION DATES SHEET. THIS ALSO APPLIES TO HOLIDAY ITEMS WHICH HAVE SPECIFIC CONTRACT AND EXPIRATION DATES.**

The Fort Detrick Thrift Shop is unable to accept the following items for consignment:

- Baby cribs
- Baby crib bumper pads (effective 6/21/13 per MD state law)
- Building materials (lumber, insulation, pipes, etc)
- Car parts
- Infant & Child Car seats – booster seats are acceptable
- Cassette tapes/8-track tapes/records unless collectible
- Cell phones/Pagers
- Computers or laptops older than 2 years
- Console TV/black & White TV/non-cable ready TV (Will not take TV's that are more than 2 years old.)
- Curtain rods unless decorative
- Broken, chipped, or incomplete sets of dishes
- Large exercise equipment
- Flammable products
- Large appliances (refrigerators, stoves, washers, dryers)
- Magazines, Encyclopedia sets, Textbooks and outdated manuals
- Mattresses, box springs, and upholstered furniture
- Boxes of mixed miscellaneous items (coffee cups, glassware, etc.)
- Pantyhose and socks (new in package only)
- Personal hygiene items (unless antique)
- Typewriters and Word processors unless antique
- Underwear, lingerie, bras, bathing suits (unless in original packaging w/tags)

- Used cosmetics – new, sealed ones are acceptable
- Videos not in their original jacket and videos that are home-recorded
- Wallpaper (unless multiple new rolls)

The Thrift Shop will only accept items in good condition. Clothing which is dirty, stained, torn, excessively wrinkly, covered in pet hair, missing buttons or with broken zippers will not be accepted. Styles need to be from the last two years. Toys, games and puzzles must have all parts. Furniture must be clean and odor-free.

The Thrift Shop reserves the right to refuse any items considered un-saleable. The Thrift Shop also reserves the right to remove from inventory and donate any item which is found at a later date to be in poor condition or un-saleable without notice or payment to the consignor.

FURNITURE

The Thrift Shop will accept consignments of used furniture in good condition. The following guidelines apply:

- No sofas or upholstered items.
- Furniture will be consigned for 30 days.
- Furniture consignments must be listed on separate contract.
- Consignors are responsible for delivery and moving furniture to the sales floor. Thrift Shop staff will not assist with moving furniture.

Due to space limitations pre-authorization from the Manager or Assistant Managers must be given for large furniture.

The Thrift Shop Manager or Assistant Managers has the final authority concerning the acceptance of all items.

The Thrift Shop will take all reasonable precautions, but will not be responsible for loss of or damage to consigned items.

B. GETTING STARTED

Blank copies of the contract sheets and yellow consignor sales tags are available for pickup at the Thrift Shop. The shop also provides hangers for clothing. The contracts can be filled out and printed online at home to save time in the shop. The contract can be found at <http://www.detrick.army.mil/thriftShop/tsContract.pdf> . Consignor tags may be printed from <http://www.detrick.army.mil/thriftShop/tags.pdf> however these MUST be printed on yellow **CARDSTOCK** (not yellow copy paper).

C. CONTRACT NUMBER

This is your unique consignor number. A Thrift Shop staff member will assign this number. It is coded to the year and the number of consignors that year. For example, contract number 81-42 was issued in calendar year 1981 and that person was the 42nd consignor registered. You will keep this same number as long as you consign at the Thrift Shop. The consignor number must be on all consignor tags in order to get credit for the sale of an item.

D. COMPLETING THE CONTRACT SHEET

Contract Date: This is the date items are consigned. This date is also used on the sales tag.

Expiration Date: This date is 60 calendar days after the contract date. This date is also used on the sales tag.

See a list of all contract and expiration dates at www.detrick.army.mil/expirydates.pdf

Email Address: This will be used only for sending the monthly email newsletter which notifies you of when consignor checks are ready for pick-up, shop closings, changes in consignment acceptance dates and Thrift Shop special events. Email addresses will not be released outside the Thrift Shop. If your email has changed, you must let the Thrift Shop know in order to continue to receive the monthly newsletter.

Article Number: Each contract page holds 14 items. If you bring in more than one page of items ON THE SAME CONTRACT DATE, continue numbering each page in order (15-28, 29-42, etc). Do not start over with 1-14 for items brought in on the same date. However, items brought in on the same week but a different day will have a different contract date and the contract will start over with article 1. Just remember: same day = continue numbering; different day = new set of numbers.

Description: Item description must include the size, color, brand, and item. This ensures items will be put in the proper place in the shop. Good example: “Size 10 women’s black Coldwater Creek pants”. Bad example: “pants”.

Price: The consignor sets the selling price of merchandise consigned. The lowest price for consignment is \$2.50, and items must be priced in .25 cent increments (\$2.50, \$2.75, \$3.00, \$3.25, etc.). DVDs, CDs, VHS movies, and books may be priced lower than \$2.50 but still must be priced in .25 increments.

Consignor/Date: You, as consignor, sign and date the contract. This signifies your agreement with the terms and conditions per the contract signed at the initial account setup.

Checked and Received By: A Thrift Shop staff member will inspect your items and tags and sign your contract. The contract is retained at the Thrift Shop.

E. SALES TAGS

The Thrift Shop uses yellow sales tags for consigned items. The sales tag is attached to each individual item being sold before it is placed on the sales floor. Please make sure your tag is securely on the item you are consigning. If the tag becomes separated from the item you consign the Thrift Shop will attempt to match loose tags with your item. This is why a detailed description of the item is necessary on the tag.

Consignor tags must be attached to clothing with a tagging gun. These are available at the shop to purchase for \$13.00. If you wish to borrow a tagger gun temporarily at home, a \$10 refundable deposit is required upon checkout.

Tags are attached to non-clothing items with masking tape as to not damage the item. Tags should be taped to the front or back cover of books.

Contract Date: The contract date must match the date listed at the top of your contract in the contract box. This date must be legibly handwritten and correct. Verify the correct year is written with the date. If an item is incorrectly dated, it may be sold as an expired item and the consignor will not get credit for the sale.

Consignment #: This number is a combination of your contract number and item number. For example, the first item on the contract sheet for consignor 81-42 would be consignment #81-42-1, the second item on the sheet would be 81-42-2, and so on.

Expiration Date: The expiration date must match the date listed at the top of your contract in the expiration date box. . Verify the correct year is written with the date. If an item is incorrectly dated, it may be sold as an expired item and the consignor will not get credit for the sale.

The sales tag is then attached to the item being sold either by a tagger gun or by using masking tape only. **Please don't use any other tape.**

F. THRIFT SHOP STAFF REVIEW / PLACING ITEMS ON SALES FLOOR

After your items have been tagged, a Thrift Shop staff person **MUST** check your sales tags and the condition of your consigned items before they are placed on the sales floor. You will sign and date your contract sheets as will a Thrift Shop staff person. You will then take your contract sheet(s) to the Cash Register to pay your consignor fees.

The Thrift Shop has designated areas for clothing, house wares, nursery items, linens, books, etc. Items will be placed on the floor by either a staff member or a volunteer. Consignors will not place their items on the floor!

G. THE CONSIGNMENT PERIOD AND BEYOND

Your contract with the Thrift Shop is valid through the contract expiration date and you retain ownership of the item during that time. The following options are available to you during the time period between the contract date and the expiration date:

- **Change Price:** To change the price, locate the item on the sales floor. Cross out the old price on the sales tag. Write in the new price and initial it. Do the same for the item on the contract sheet itself--be sure to initial the change. If there is a discrepancy between the contract price and sales tag price, the tag price will be considered the valid selling price.
- **Remove Item from Shop:** Inform the manger or assistant managers that you are going to remove items. Locate the item(s) on the sales floor and pull the item(s). On the contract sheet under the heading, "Return to Owner", initial and date. If you removed an items and want to re re-consigned that item you must wait 30 days to re-consign that item and a new yellow consignor tag must be attached. Ownership of the item and prices you set are valid until the close of business (3 PM) on the date listed as the Expiration Date. If the item has not sold or been removed, it then becomes the property of the Thrift Shop on the next business day the Thrift Shop is open. **Once an item becomes Thrift Shop Property, the consignor may not remove the item from the store without purchasing it.**

H. PAYMENT

The Thrift Shop staff posts consignment sales to individual contract sheets. You are welcome to check your contract sales any time during Shop hours. The contract books are available and are filed by contract number.

At the end of each month, your total consignment sales for that month are calculated and you are issued a check for 75% of the total monthly sales. Checks are available at the front desk approximately one week after the end of the month. You may also provide self-addressed stamped envelopes if you want your consignment check mailed. Consignment checks are void after 90 days. Voided checks will not be reissued.

Any consignor check under \$50.00 will be cashed for the consignor after they have initialed and dated their consignor check sheet record.

I. DONATIONS

The Thrift Shop accepts donations of items, excluding furniture. Items may be dropped off during Shop hours or placed in the Donation Box located outside the Shop. Clothing should be in plastic bags or boxes before being placed in the donation box. Please do not leave things outside the Shop if they can not be fitted into the bin if it is raining or snowing.

J. HELPFUL HINTS

Condition of consigned items: The Thrift Shop will only accept items in good condition. Clothing which is dirty, stained, torn, excessively wrinkly, covered in pet hair, missing buttons or with broken zippers will not be accepted. Styles need to be from the last two years. Toys, games and puzzles must have all parts. Furniture must be clean and odor-free. Clean items will sell faster than dusty or dirty items. Take the time to wipe an item off if it needs it! Greasy pans or small appliances will not be accepted.

The Thrift Shop reserves the right to refuse any items considered un-saleable. The Thrift Shop also reserves the right to remove from inventory and donate any item which is found at a later date to be in poor condition or un-saleable without notice or payment to the consignor.

Description of items on Sales Tag and Contract: The item description should provide the potential customer with as much information about the item as possible. For example:

- Clothing: Size, brand, color and sex (is it men's, women's, boys, girls, etc)
- Bedding: Queen, full, twin, flat or fitted.
- Curtains/Drapes: Length and width (48x63)
- Table linens: Size and shape (70" round)

Pricing: Consignors determine their own prices. **Consignment pricing generally should not be based on the original cost of an item.** Remember, shoppers come to the Thrift Shop for a bargain. You want to price your items to sell quickly. Your goal is to sell the items and make some money, not just display the items! Before pricing your items, it may be helpful to check the sales floor for prices of similar items. If an item doesn't sell within the first month, you may want to consider reducing the price (**Section G**).

Toys: We suggest putting small toys into zip lock bags with the Sales Tag inside. Boxed games and puzzles should be taped shut with masking tape so pieces are not lost. On the Sales Tag note "complete or "all pieces inside". For larger toys with small accessory pieces we suggest putting the accessory pieces in a zip lock bag with the consignment number inside and securely attaching the bag to the item either with tape or string/ribbon. Although the Thrift Shop keeps batteries in the office for anyone who wishes to try out a battery operated toy, if a shopper cannot see the item work while on the shelf, they may not purchase the item.

If in doubt how to hang, tag, or where to place your items on the sales floor -- please ask the Thrift Shop staff; they are more than willing to assist you.

THANK YOU FOR CONSIGNING AT THE THRIFT SHOP AT FORT DETRICK!