

## **Cougar Community Consignment FAQ**

### **Frequently Asked Questions**

***Q. How much do Consignors pay to participate in the consignment sale?***

A. Consignors pay a \$20 fee to participate in our sale, which will be paid through Paypal during the registration process.

***Q. What kind of cardstock should I use for tagging?***

A. You must use white cardstock. Any cardstock weight is acceptable. Paper will not be accepted.

***Q. Where do I buy cardstock?***

A. You can find cardstock at any office supply store. Walmart and Target also carry it.

***Q. What color ink should I use for tagging?***

A. We only accept black ink.

***Q. If I change the price of an item, do I have to print a new tag?***

A. Yes, you must print a new tag. The barcode contains the information that was entered into the computer at the time it was printed. If you make a change online, you must print a new tag to reflect the new information.

***Q. I participate in other area consignment sales. Can I get the same consignor number for the Cougar Community Consignment sale that I use for other sales?***

A. When you register you may request a specific number. If it is not already assigned to someone, we will give you that number.

***Q. Can I bring my children to Drop off?***

A. No

***Q. Can I bring my children with me to my volunteer shift?***

A. No

***Q. What do I do if I cannot pick up my items on Saturday between 3 p.m. - 5 p.m?***

A. You need to make arrangements for someone else to get your items. All remaining items will be donated at 5:00 p.m. No exceptions!

***Q. Can I pick up my items early on Saturday?***

A. No

***Q. What if one of my items is missing at pick up on Saturday?***

A. We do our best to keep up with your inventory. If a tag is missing, we try to locate your item through the system. Unfortunately, sometimes theft does occur. We do not compensate for missing items.

***Q. What if a tag is missing from an item?***

A. We can look up inventory on our software. If you have entered a good description, we can usually find the item and print a new tag.

***Q. If I purchase a large item during the sale, when can I pick it up?***

A. During our sale hours, you may pick up large items you purchased. All items must be picked up by 2PM on Saturday.

***Q. What do I do if I am having trouble printing my tags from a **MAC**?***

A. When you print, uncheck the "Print headers and footers" option on the print screen in Safari. If this does not work, you may need to shrink the tags to 95%