



STORE POLICIES & GUIDELINES

WELCOME! We are delighted to have you as a merchant in our store.

These guidelines have been developed to make your time with us a pleasure, as well as profitable. The selling of merchandise within the store is handled exclusively by our staff who are trained to be fair in presentation of all items. We do not pressure sell because we are interested in repeat, satisfied customers.

ANTIQUES AND COLLECTIBLES – refers to items typically older than 50 years that are no longer being manufactured.

VINTAGE – refers to items that are typically newer than 50 years that are no longer being manufactured.

REPRODUCTION – refers to items that are copies of the original that are being produced today.

HANDCRAFTED – refers to items such as woodcrafts, baskets, dolls, etc.

GIFTWARE – refers to items purchased from a wholesale gift show, sales representative, or catalog source.

CONTRACT – is for a period of six (6) months. Renewal is automatic. We do not offer month-to-month terms.

RENT – is due on the first (1st) day of the month and late after the third (3rd). No post-dated checks will be accepted.

PAYMENT FOR SALES – commission checks are available after 3:00 PM on the 7th day of the month or on the next business day if the 7th falls on a day when the store is not open for business to all merchants who do not owe past due rent.

ACCESS TO SALES RECORDS – is available to our merchants if time allows, as long as the sales counter is not overly busy.

EXHIBITOR AREA – is defined by the lattice/shutter/fence dividers. Confine merchandise to your area to prevent spillover. When working on exhibit, do not block traffic. Nothing should be done that will lose a sale for any merchant.

APPEARANCE OF EXHIBIT – is very important. You are required to rearrange, restock, and dust your booth once a month. Please check-in with the sales counter upon arrival and departure when working your exhibit so we know you are here.

ACCENT LIGHTING – is permitted, however due to fire code, the maximum bulb allowed is 25 watts (15 watts is preferred).

BUSINESS CARDS – giving personal address and contact telephone number of merchant is strictly prohibited.

DISMANTLING EXHIBIT – Notice of Non-renewal Form must be signed by owner and rent fees current before removal.

PRICING AND TAGGING OF MERCHANDISE – offer merchandise at a fair market price. When in doubt, ask the owner. You are permitted to sell items for family and close friends. Write vendor number and item number clearly. Use a dash between the two (2) identification numbers. Write price and brief description of item clearly beneath these identification numbers. Use colored tags on linen, as these are easy to locate. Use pins to attach tags if they cannot be securely tied. Provide measurements for all linens. Mark any item that is in less than perfect condition "as is". ALL ITEMS MUST BE TAGGED PROPERLY PRIOR TO BEING BROUGHT INTO THE STORE. A listing of all items in inventory must be presented to management. If an item is not tagged and cannot be located on the inventory sheet, the owner reserves the right to sell the item to the waiting customer at their discretion.

CLEARANCE SALES – use of red tags is required. Maximum reduction of 75% is permitted. Always place red dot so original price shows and write the identification numbers on the red dot / tag. Entire booth sales are permitted on an advance sign-up basis. No more than three (3) merchants will be allowed to hold entire booth sales during the month.

SPECIAL ORDERS / REFERRALS / CONTACTS – are to be delivered through the store. Customer contact made as a result of your presence at the store cannot be utilized to schedule in-home parties, etc. thereby avoiding payment of commissions to A Lasting Touch. Special orders are accepted for merchandise you sell in your exhibit through the sales counter. Customer will be contacted when special order merchandise is available for pick up.

DISCOUNT – 10% will be given on any item to a valid employee of the Rock Hill School District. All discount sales will be noted with a (GC) {stands for GOLD CARD} on sales commission report.

LAY-A-WAY – customers may place on lay-a-way items priced \$50 or more. A maximum of 30 days is allowed for items totaling up to \$100 (60 days on items over \$101). A longer time may be permitted at the owner's discretion.

COMPLAINTS – in whatever form are to be made to store owner by appointment only. No negative comment is to be made at the counter or within the store area. We want our customers to hear only the positive.