**SECOND HAND UNIFORM SHOP**

**Guide to Sellers and Buyers**

The second-hand uniform shop is run solely by volunteers, who give up their own time to help the PTA and yourselves. This guide is to help you understand the process of selling your old uniform and how/when you will be paid. The second-hand uniform shop is located opposite the astroturf and has recently undergone a full refurbishment. We hope the layout makes the experience of visiting the shop more pleasurable and easy to navigate. Volunteers will always be on hand to answer any questions about items and help locating the items/sizes you may need.

Firstly, you will need to print out a copy of the ‘Items Received Confirmation Sheet’. An electronic version is on the website or hard copies are available in the shop. <https://www.cheshamprep.co.uk/school-life/uniform/>

**1) Items Received Confirmation Sheet (“Confirmation Sheet”)**

* Each time you wish to hand items to sell in the second hand uniform shop, you need to complete a Confirmation Sheet. If need be, please use multiple sheets.
* Please complete ***Section A*** with the **DATE** you dropped off the item(s) and your **PERSONAL DETAILS**. We need this information in order to be able to match up sales to the correct family and also, to contact you in the event that any or all of your items sell and we need to pay you.
* Please then complete **Column 1** and **Column 2** of ***Section B*** in relation to each item.
* Failure to complete the form correctly will result in the items being given back to you until the form is filled correctly.
* The shop will be open four times a week at the moment to drop off or buy clothing. Please check the weekly bulletin, website and noticeboards for opening times.
* We would appreciate it if you could drop items off at the shop during these times. If this really is not possible, then please email: secondhandshop@cheshamprep.co.uk to arrange an alternative convenient time.
* Please do not leave bags of clothes outside the school shop or the school office.
* Should clothes come in without a form or an incomplete form, we will understand these to be donated items and all profit will be retained by the PTA.
* A member of the shop team will check the items against the Confirmation Sheet, indicating the status of each item as follows:-

A Accepted (the item will be accepted for sale in the shop).

D Donated (if it doesn’t have a name label on it we will accept it into the shop as a donation and all proceeds of sale will be retained by the PTA. Donations are always very much appreciated!)

DNS Disposed, unsaleable condition.

DNC Disposed, as not current uniform or we do not currently accept.

* Please don’t be upset if we take the decision that an item is ‘DNS’ or “DNC’ – as we are sure you will appreciate, we want people to get excited about coming to the shop. People won’t even bother coming to us if they are dubious about the quality of our stock.
* ***If we are unable to accept certain items, we will dispose of them without further recourse to you. We regret that it is simply not possible to return unsaleable items to you unless you are there in person when the items are received in the shop. Please see Section 7 for more detail in relation to DNS and DNC.***
* Please return swim squad caps and choir ties to the school.

**2) Commission and payment**

* Any profits are split between the seller and the PTA.
* Sellers retain 65% and the PTA 35% of the profits.
* At the end of each term, the PTA will calculate the amounts due to sellers and sellers will be contacted via email or text message to arrange payment to be made via BACS payment, should the total owed to you, be over £5.00.

**3) Quality**

* All clothes must be freshly washed and ironed. Remember - the nicer they look, the easier they will sell! Ask yourself “Would I buy it?”
* Blazers must be dry cleaned, where necessary, with their ticket and still in their protective cover.
* Goods that are stained, torn, damaged, bobbly, broken or incomplete are not suitable for sale and will be classified as ‘DNS’.
* The PTA reserves the right, at its sole discretion, to refuse to accept any items that fail to reach our minimum quality standards.

**4) Pricing, Purchasing, Refunds and Exchanges**

* Prices for each item are listed in the shop and are available on the school website under the link ‘target price list’. Please note, however, that these are target prices only. The PTA does not guarantee that you will receive the target price for your items.
* Clearly, it is in both the seller’s and the PTA’s interests to reach the target price, but sometimes it will be necessary for the shop, at its sole discretion, to discount items where it is fair and just to do so (e.g where an item is generally in good condition, but there is wear and tear, which reasonably justifies a discount on the target price.) By leaving your items at the shop to be sold, you thereby agree to accept the price actually achieved by the shop on your behalf.
* As we are a second hand shop, **WE DO NOT ACCEPT RETURNS**. We will happily exchange items within a 14 day period during term time. Should you make a purchase with less than 2 weeks before the end of term, in the instance you want to exchange the item, it must be exchanged **BEFORE** the end of the current term.
* If you wish to exchange an item past the 14 day policy, we will be unable to do this but we can resell the item through the shop for you.
* As we do not accept returns, please ensure you are happy with the item before you leave the shop. Should you wish to bring your child to try an item at a different time to when the shop is open, please email secondhandshop@cheshamprep.co.uk and we will do our upmost to help.

**5) Non-acceptable items**

* With regret we are unable to sell the following items:
* Non ‘Standard Issue’ uniform; or
* Standard issue uniform which is no longer current.
* Any of these items found will be classified as DNC.

**6) Labelling your items**

* All items must be name labelled should you want paying for any items sold. We do not offer a name labelling service and do not have the capacity to return items to you for labelling.
* Please ensure that the name label clearly identifies your child’s name so that we can easily cross reference this back to you as the seller. Assume that your surname is not unique, so if an item is only labelled with your surname, with no forename or initial(s), please attach an additional label to the item so that it can be linked back to your child. A name label simply stating ‘Jones’ for example is not helpful. Where we cannot link an item back to a seller for this reason, the item will be deemed as donated and all profit will be retained by the PTA.
* Please ensure that all the name labels are easy to read and haven’t faded or become partly obscured or missing so as to render the seller unidentifiable. We cannot be held responsible if name labels become detached from items and therefore no longer identifiable as originally belonging to a particular seller. Such items will be deemed donated.
* Please also ensure that old labels of previous owners are removed, or otherwise obscured. We have had cases where there is more than one name on a particular item and the profit may be allocated to the wrong seller.
* Should you be donating the items to the shop, please remove all name labels before handing in.

**7) DNS and DNC**

* Any items deemed to be either DNS or DNC will be returned to you at the time you drop off the items, unless for any reason you are unable to wait for the items to be checked.
* In the event that you cannot wait for the items to be checked, this will be done in your absence. If the items are deemed DNS or DNC, we will donate them to charity or a textile recycling centre.

**8) Disclaimer**

* The PTA cannot be held responsible, or expected to make up the value for any items lost, stolen or damaged whilst being stored or available for sale in the school shop - although we will make every reasonable effort to prevent this.
* Please note, the following disclaimer will be displayed at the shop: “The PTA cannot be held liable for any loss or damage arising from the items purchased. The items for sale are second hand goods and will not be to the standard of new items. Buyers should inspect all items, as we are unable to accept return items. The PTA cannot be held responsible for any items left unattended at the shop following purchase. Such items are left at the buyer’s risk.”

**Checklist**

* Have you completed the ‘Items Received Confirmation’ sheet?
* Do you know what you can and cannot sell?
* Have you checked that all your items are in good condition, clean, ironed or if necessary dry cleaned?
* Are the name labels securely attached, legible and clearly identifiable as you?
* Do you know where to take the items and when?

If you are unsure about anything, please email secondhandshop@cheshamprep.co.uk and we will be happy to help!

Many thanks,

The Second Hand School Shop Team