**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 and portal, or hard copies can be collected at 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 **SIGN** the form.
* 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 each week to drop off or buy clothing. Please check the weekly bulletin, website, portal and noticeboards for current 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 at 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 for sale - Name labelled clearly and in good sellable condition.

D Donated - Name label removed and in good sellable condition. Thank you for your donation.

DNRC Disposed - Not in resalable condition.

DNCU Disposed – Not current uniform.

* Please don’t be upset if we take the decision that an item is ‘DNRC’ or “DNCU’ – 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 recycle them at the local textile recycling centre 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 DNRC and DNCU.*
* Please return **ANY** items belonging to Chesham Prep School back to the school. These include items such as, swim squad caps & t-shirts, sports day t-shirts, football kits, senior school ties and choir ties. These items will not be sold through the shop on your behalf as they remain the property of Chesham Prep 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 to arrange payment to be made via BACS payment, should the total owed to you, be over £5.00.
* Once your first payment has been made and you are set up as a ‘payee’ on our banking system, we will use these details to make further payments to yourself. Should you wish for us to use different details, please let the shop know by emailing them to us.

**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 ‘DNRC’.
* 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 14 days 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. If it is not possible to bring your child to the shop, we recommend that you bring items of clothing they currently wear to measure against items in the shop.

**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 DNCU.

**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) DNRC and DNCU**

* Any items deemed to be either DNRC or DNCU 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 brand-new items. Buyers should inspect all items they purchase before leaving the shop, as we **DO NOT** accept **RETURNS** nor **REFUND.** We will happily **EXCHANGE** purchased items within a 14-day period during term time. Should you make a purchase and would like to exchange with less than 14 days until the end of the current term, it must be exchanged BEFORE the end of the current term. The PTA cannot be held responsible for any personal items left unattended at the shop. Such items are left at the buyer’s risk”.

**Checklist**

* Have you completed and signed 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