

NCT Nearly New Sale

Worcester & Droitwich Branch

Sellers Pack

Version 1.5: Updated: August 2017

!!Welcome to Selling!!

Thank you for considering selling at a Worcester & Droitwich NCT Nearly New Sale. This Sellers pack is designed to give you the information you need to enable you to sell successfully at our sales. We aim to keep this pack up to date and relevant so if you feel you need any more information or there is something missing then let us know!

To sell at a Worcester & Droitwich sale all of the points listed below are applicable, where you may be selling at additional NCT Branches it remains the sellers responsibility to adhere to the relevant seller pack for the particular NCT branch.

Because of the importance of NNS to our fundraising, the NCT has trademarked the 'NCT Nearly New Sale' brand. When you refer to a sale verbally or in writing, please make sure you call it 'NCT Nearly New Sale'.

1. Frequently Asked Questions

a. Why sell at a Worcester & Droitwich NCT Nearly New Sale (NCT NNS)?

The purpose of the NNS is to enable you to sell your unwanted items and support the NCT Charity work.

b. Where does the money go?

70% of the money from each item sold at a Worcester & Droitwich NCT NNS goes straight back to the seller. 30% of the money goes to the NCT Charity to support its charitable purposes, namely helping to support and campaign on the behalf of parents and parents to be, both in our local area and across the UK. One of the main constraints preventing the NCT reaching more women is a severe shortage of trained specialist workers – especially breastfeeding counsellors.

The NCT has several hundred qualified breastfeeding counsellors yet often struggles to meet the huge number of calls to the breastfeeding helpline. To do justice to the feeding difficulties women experience can take a long phone call – 20 minutes to half an hour – and there may be a need for several follow-up support calls. The NCT receives no external funding for its helplines so there are hundreds of women throughout the UK who are grateful for the money raised by NNS.

The money raised by your NNS will help train more breastfeeding counsellors and specialist workers so that we can help more parents have a positive experience of pregnancy, birth and early parenthood. It will also go towards NCT's campaigning on behalf of new and expectant parents.

c. Do I have to be a member of the Worcester & Droitwich NCT to sell?

You do not have to be a Worcester & Droitwich NCT member to sell at Worcester & Droitwich NCT Nearly New Sales. However, if you are a member, you can jump the queue, when it comes to buying items or why not volunteer!

d. Pricing Guideline

Pricing is up to the individual, but a rough guide is 25-50% of the original purchase price. (Think about whether you would pay that price for the item if someone else was selling it...?) If in doubt, or you really don't want to end up taking the item home, price down. The minimum price for any item is 50p and items must be priced in multiples of 50p. If you want to sell very small items (i.e. socks) at a lower price, please bundle a few together and price in 50p increments.

2. Preparing For the Sale

Below is a quick checklist of activities that are needed to ensure that you have correctly registered as a Seller.

- REGISTER FOR THE SALE TO OBTAIN YOUR SELLER NUMBER (See section 3.1)
- CHECK THAT YOUR ITEMS ARE SUITABLE FOR SALE (see section 3.2)
- LABEL CREATION AND DETAIL (see section 3.3)
- PACKAGING AND LABELING (see section 3.4)

3.1 Register for the Sale

In order to register fully as a seller, you need to do **all** of the following steps for **EACH** sale, regardless whether you already have a Seller number, to ensure that your registration is verified and correct seller number is in use:

1. Go to: <http://nct.grokbox.co.uk/login.php> and register as a seller (or simply log in if you are already registered). Note: Registration opens 6 weeks before the sale date and remains open for 5 weeks. Please note that some Company Firewalls will not allow the verification email to be sent to you so it is recommended that you use your private email address ie yahoo, gmail, Hotmail etc.. **Note: WE WILL NOT ACCEPT LATE SELLERS ONCE REGISTRATION HAS CLOSED**
2. Once registered and for existing registered sellers you will need to login to Grokbox and click on the Manage Sales tab and Click "Register for a Sale" and select the appropriate sale, following the online instruction which will also take you to the NCT Intrabiz site to pay your deposit and enter your bank details (these are required to pay your commission via BACS after the sale)
3. Once we have received confirmation that you have paid your deposit and registered fully on Grokbox then we can then verify you as a confirmed seller. This may take a few days as it's a manual process.

You will be notified via email that your registration has been verified. Also, if you log in through the online system, you will see a tick rather than a cross in the 'verified' box.

Please note that until your registration is verified you cannot start creating labels.

We have limited number of sellers that we can accept so if you change your mind or are unable to sell after registering please log back into Grokbox and Deregister as a seller thus opening up your space for another seller..

3.2 Seller's Guidelines

Increasing your percentage by volunteering to help

30% of the money from each item sold at an NCT NNS goes to the NCT to support its charitable purposes both locally and Nationally.

However, if you would like to volunteer to help at the sale, you will get an increased percentage of monies earned.

During your seller registration process you can select to volunteer and will be sent a separate email with a link to select your time slot or alternatively please email NNS.WorcesterAndDroitwich@nct.org.uk and we will send you the link to register.

In order to receive the increased rates you need to work a minimum of 6 hours and ensure that you sign in and out on the volunteers sheet.

Selling Advice

On analysis from previous sales it is apparent that those sellers selling a variety of goods and pricing low sold the higher percentage of their items.

Putting packs of vests/grow suits/ etc together sell better than individual items as buyers see these as better value.

Don't underestimate how long it will take to sort, label and pack your items – start early. You can quickly create and print your labels at any point, you do not have to wait until you have done them all thus enabling you to sort and pack them in batches.

Clothing tends to sell better if it is in the current season. E.g. winter coats do not always sell well in March.

This is a Nearly New Sale - if items are in poor condition they will put buyers off and we reserve the right to remove them from the Sale.

Please ensure you check items before putting them into the sale. If an item is battery operated, we recommend you sell it with batteries so that buyers can see it works. If you have not used an item for a while, please check the battery compartment to ensure batteries have not corroded.

3.3 Check that your items are suitable for sale

The maximum number of items accepted for each seller through the online system for each sale is 200. We have a 'Traffic Light' checklist to check that all your items are eligible for sale. Please check this each time, as the guidelines are updated periodically.

STOP!

We sell maternity goods, parenting goods, baby and children's clothes, toys, books and equipment up to age 8.

There are a few items we cannot sell, and some restrictions. These are listed in our Nearly New Sale Principles on our national website. All sellers MUST read and abide by our Nearly New Sale Principles.

<https://www.nct.org.uk/get-involved/fundraising-activities/nct-nearly-new-sales/sell-nearly-new-sales>

CHECK! Are you intending to sell any of the following?

CHECKS ARE NEEDED FOR THE FOLLOWING ITEMS:

CLOTHING, SHOES

SECOND HAND MATTRESSES FROM COTS, CRIBS OR MOSES BASKETS (waterproof covers required)

PEDAL CYCLES, PRAMS OR BUGGIES (including those forming part of a travel system)

CARRYCOT STANDS

UPHOLSTERED FURNITURE (including upholstered cots and high chairs)

For more details on the checks that must be made & why these extra checks are necessary, please see Appendix 1

Now you should have a pile of some/all of the following...* (that adhere to all regulations)

CLEAN, IRONED, SEASONAL, UNDAMAGED BABIES & CHILDREN'S CLOTHES (up to age 10)

CLEAN, UNDAMAGED REUSABLE NAPPIES

CLEAN, COMPLETE, UNDAMAGED BABIES & CHILDREN'S TOYS & GAMES (up to age 10)

CLEAN, UNDAMAGED BOOKS, DVDS AND CDS (up to age 10)

CLEAN, IRONED, UNDAMAGED NURSERY FURNISHINGS, BEDDING AND EQUIPMENT

CLEAN, UNDAMAGED BABY AND CHILDREN'S WEANING EQUIPMENT

MATERNITY WEAR, EQUIPMENT, PREGNANCY & CHILD-REARING BOOKS

PRAMS, PUSHCHAIRS & BUGGIES (providing they meet the criteria)

3.4 Labelling your items

Every item presented for sale needs an easily detachable **strong** label, thick enough not to tear accidentally, bearing a barcode and details of the item, that are **automatically created** from the Online Registration System.

For security reasons we do not sell items without a label attached. So no label = no

sale and the item can only be returned to you if you pick it from the "lost labels" table at the end of the sale.

We do not allow altered labels through the till as we cannot be sure if a buyer has altered the label – so if you make a mistake – use a new label.

The Worcester & Droitwich NCT NNS volunteers will need to be able to detach your labels at the tills, and they are retained in good condition so that they can be scanned and/or checked so that you receive the correct monies after the sale.

There is a barcode system embedded within the Online NNS Registration System which when a label is created online will automatically assign a barcode, and this is to ensure we can keep track of items once they have been sold.

PRINTING and LABEL Requirements:

- Please use only **black or blue ink** to print barcodes
- Please ensure your method of attachment does **not interfere** with any information on the label, especially the barcode!
- Do **not cover or tape** over the barcode or enclose within a plastic bag, as this makes the scanning process and removal of the labels very difficult and can cause damage to the item.
- Check that the barcode **actually looks like** a barcode and not just a string of numbers
- Paper should be preferably **white or pastel colour** otherwise this can lead to your labels not scanning that will either incur an admin fee or will be rejected for sale. **Primary colours of Blue and Green WILL NOT scan** as they react against the scanners

Worcester & Droitwich NCT reserve the right to charge a £5 admin fee to cover the extra work of counting the labels manually

where it is clear the requirements laid out above have not been followed.

YOUR COMPLETED SELLING LIST:

The list and the labels of your sold items will be kept by the Worcester & Droitwich NCT Branch in case we are audited. If you would like to personally keep a copy of your list or labels, it is your responsibility to ensure this is done prior to the sale.

3.5 Packaging and Attaching Labels

Clothes should be displayed on hangers and items of similar age/gender should be placed together, preferably in order. This will help volunteers to display items correctly. Toys with small parts should be placed into plastic bags and sealed, before attaching securely to the toy itself.

Attaching Labels to Clothing:

The best way to attach labels to clothes is by using a tagging gun. (We can supply these for £6.95 – please email: NNS.WorcesterAndDroitwich@nct.org.uk for more details) If you do not have a tagging gun you may use string or thread.

Attaching Labels to Toys, Books and Equipment:

The best way to attach labels to toys and books is by string, thread or masking tape.

PLEASE DO NOT USE WOOL, MASKING TAPE OR SELLOTAPE TO ATTACH LABELS TO CLOTHES AS THEY ARE DIFFICULT TO REMOVE AND MAY DAMAGE THE ITEM OR YOUR LABELS DURING REMOVAL

ADDITIONAL SERVICES:

Tagging guns are the preferred method for attaching your labels and are available for just £6.95 from Worcester & Droitwich NCT. Replacement barbs for £1.50/1000 and needles for £1.50 - please email NNS.WorcesterAndDroitwich@nct.org.uk for more details!*

We offer a label printing service to help sellers with their barcoded labels for a charge of £5 per sale, including recorded delivery postage. To use this service please email the Treasurer NNS.WorcesterAndDroitwich@nct.org.uk for full details.

If you can help the branch out by handing out/putting up/delivering or having some leaflets publicising Nearly New Sales in your area please contact us and let us know how many and we will send/deliver leaflets to you - though we will need to know your name and address.

4. The Day of the Sale

4.1 Delivering Your Items

Items can be delivered on the **Friday evening between 4:30 and 6:30** should be delivered between **8.00 and 8:45am on the day of the sale** and signed in, along with a copy of your item list.

WE WILL NOT ACCEPT LATE SELLERS AFTER 8:45 AS THIS CAN DELAY THE WHOLE SALE

Items must be delivered in a large plastic or cardboard box or a large, sturdy reusable bag. Whatever is used to contain the items, it **MUST** be labelled with your seller number. This is because the containers will be left until the end of the sale, so that unsold items can be collated and returned appropriately.

Address: River School, Oakfield House Droitwich Road Worcester WR3 7ST

Please park sensibly and be patient as there will be a lot of people arriving with lots of items. Please sign in at the seller registration desk. You will be given a map/advice on where to put your items/volunteers will put your items out for you

NCT NNS volunteers will unpack your items and display them for sale. Even if you are volunteering, please do not put your own items out for sale. This is to ensure everyone receives fair treatment. All Items will be checked by the Worcester & Droitwich NCT NNS volunteer responsible for quality control and their decision whether it is acceptable is final.

4.2 During and After the Sale

Clients will select items to purchase and pay for all items at the Worcester & Droitwich NCT volunteer tills. Sellers do not need to be present at the sale, but we encourage all sellers to volunteer to help out on the day. (Please see the Volunteering section below)

NCT volunteers will detach the price labels from each item sold and these will then be totalled to work out the amount owing to you. Worcester & Droitwich NCT Treasurer will subtract 30% of the income from sales.

Please note that if you are owed less than £2, the money will be retained and deemed donation to the NCT from Worcester & Droitwich NCT as no cheques for amounts less than £2 will be issued.

If we are contacted by a buyer to say an item is faulty, we will contact you to check you are happy for us to refund the buyer. If we have already paid you for the item, we will, with your permission, put you in contact with the buyer, so you can arrange a refund

4.3 What Happens to Unsold Goods

The sale closes at 12:45 and Sellers are to collect their unsold goods at 13:00. Worcester & Droitwich NCT NNS volunteers will help place the labelled sellers' boxes around the room in numerical order and may be able to help you locate your items. This is a very busy time so please check very carefully that you have all your goods. There will be a table of rejected items and a table with any items that have lost their labels. Please also check these tables extremely carefully before you leave.

By 13:30, any items which remain uncollected will be donated to HANDS, a charity working with disadvantaged children in Thailand (www.handsworld.com) as an assumed donation and sellers will not be able to collect them at a later date.

Please note that, whilst we do our best to provide reasonable security at sales, all items are left at the venue at the seller's risk. NCT does not accept liability for any loss or damage caused to goods for sale

4.4 When will I Receive My Monies

On completion of the sale refunds of the Paypal deposits will take place no later than 60 days after payment was made. Payment for all items sold will be made within 4 weeks** of the Sale date. **in all possible circumstances

5. Volunteering to Help at a Worcester & Droitwich NCT NNS

All Worcester & Droitwich NCT Nearly New Sales are organised and run by volunteers (Mums & Dads from the local and surrounding area) For the sale to be a success we need a lot of help!

Tasks include:

- Checking goods are suitable for sale
- Unpacking goods and setting them out for display
- Setting up the hall for the sale
- Making sure there is no overcrowding in any one area
- Re-uniting 'lost' labels with their goods
- Serving on the tills
- Sorting labels from sold items

If you would like to help out, please email: NNS.WorcesterAndDroitwich@nct.org.uk a minimum of 1 week prior to the sale. We need all volunteers to also attend a short evening meeting on the Wednesday prior to the sale. This meeting is extremely important, as jobs will be allocated and important information will be imparted.

Appendix 1

CHECK! Are you intending to sell any of the following?

WHY? Goods sold at Worcester & Droitwich NCT Nearly New Sales must, by law, be safe and fit for purpose. Second hand products are all governed by the General Product Safety Requirement which states, "No producer shall supply or place a consumer product on the market unless the product is a safe product." Therefore, by law Worcester & Droitwich NCT is required to ensure that any goods sold are reasonably safe and meet any safety regulations which apply to that particular item. For further details on the checks that are necessary, please see the appropriate paragraph below.

CHECKS ARE NEEDED FOR THE FOLLOWING ITEMS:

CLOTHING

Are items clean and in good condition?

WHY? Dirty or damaged clothes will not be sold at Worcester & Droitwich NCT Branch Worcester & Droitwich NCT NNS.

Clothes should be clean and ironed, with no stains, holes or buttons missing, etc. Please bear in mind the term 'Nearly New'!

THE DECISION OF THE NNS VOLUNTEER RESPONSIBLE FOR QUALITY CHECKING ON THE DAY IS FINAL.

Is it on a hanger?

WHY? Presentation is important to buyers and clothes generally sell better if they are displayed on a hanger.

Please note we cannot provide hangers prior to the sale, but there are often hangers left at the end of a sale. Please ask if you would be interested in having some. First come, first served!

Is it appropriate for the coming season?

WHY? Space is still limited. Parents rarely buy clothes that are totally out of season. This means that is really is not worth bringing clothes that are entirely the wrong season to sell, as you will most likely end up taking them back with you.

If rails are well organised, appropriate to the coming season and look attractive to buyers, the clothes will sell much better, which means that everyone benefits. You are more than welcome to sell at more than one NNS.

Summer (February and June):

Shorts (even as part of a set)
Sandals
Parasols
Summer dresses
Sunhats
Beach shoes

Winter: (Sept and November):

Winter coats
Woolly Hats
Mittens/gloves
Snowsuits
Thick woolly jumpers
Foot muffs (on their own)

Is it appropriate in age/size?

WHY? Babies and children's clothes up to age of 10 will be accepted, above will not. Maternity clothes are acceptable, as are fancy dress costumes. Please ensure all items are on hangers where at all possible.

SHOES

Do they have a width fitting?

WHY? Shoes with a width fitting will not be sold at Worcester & Droitwich NCT Branch NNS. Wellies and other shoes are acceptable, however please be conscious of the season (i.e. beach shoes/sandals are not appropriate for a winter sale). We have limited table space. From a seller's point of view, if there are lots of shoes, shoes often end up in a massive pile and are more likely to get knocked off the table by buyers walking past, which may mean they are not sold or even get damaged.

Experience has also shown that parents often do not want a second hand fitted shoe, as they sometimes mould to the previous wearer's foot, thereby providing less support for the new wearer.

Are they clean and in good condition?

WHY? Dirty or badly damaged shoes will not be sold at Worcester & Droitwich NCT NNS. Mild wear and tear is acceptable; however please bear in mind the term 'Nearly New'!

SECOND HAND MATTRESSES FROM COTS, CRIBS OR MOSES BASKETS

Are they clean and in good condition?

WHY? Mattresses should be clean and dry, firm (not soft) and not sagging. **Dirty or unclean mattresses will not be sold at a Worcester & Droitwich NCT NNS.** Second hand mattresses can be sold providing they have a waterproof cover (eg. PVC) with no tears, cracks or holes. Mattresses should be clean and dry, firm (not soft) and not sagging. NOTE: 'Ventilated' mattresses (the type with holes) **will not be sold** as it is not possible to ensure that the inside is kept clean.

PEDAL CYCLES

Is the saddle height is less than 635mm from the ground when tyres are fully inflated?

WHY? Children's bicycles (where the saddle height is less than 635mm from the ground with tyres fully inflated) are not subject to cycle legislation. Instead they are covered by toy legislation so must simply meet usual safety requirements: no obvious damage, no sharp edges, no finger traps etc.

PRAMS OR BUGGIES (including those forming part of a travel system)

Any of the following Maclaren pushchair models **MUST** be fitted with a hinge safety cover before the sale:

Volo, Triumph, Quest Sport, Quest Mod, Techno XT, Techno XLR, Twin Triumph, Twin Techno and Easy Traveller

Covers are available, free of charge, from the Maclaren website, <http://covers.maclaren.co.uk/>

ANY OF THE ABOVE PUSHCHAIRS WITH HINGE COVERS MISSING **MUST NOT BE SOLD**

UPHOLSTERED FURNITURE (including upholstered cots and high chairs)

Does it bear a permanent label headed 'Carelessness Causes Fire' with information about the product's ability to pass flammability tests?

WHY? Upholstered items include any with a covering fabric regardless of whether it covers a filling material. Second hand furniture must comply with the same fire resistance checks as new furniture.

ANY UPHOLSTERED ITEM NOT BEARING SUCH A LABEL **MUST NOT BE SOLD**

CARRYCOT STANDS

Is it labelled with the size of cot and weight loadings which it can take?

Does it have a guardrail or a means of stopping the cot from falling off the stand and a suitable base?

Are instructions for use attached?

Is the frame is stable and can the carrycot be effectively retained in position on the stand?

IF THE ANSWER TO ANY OF THE QUESTIONS ABOVE IS **NO OR THE ANSWER TO EITHER QUESTION BELOW IS **YES**, THE CARRYCOT **MUST NOT** BE SOLD**

Has it been distorted or modified?

Is it more than 432mm above floor level?

