

The Closet Concierge (formerly Kealyn's Closet)

140 Coffee Pot Drive, Ste. 104

Sedona, AZ 86336

928.282.6700

Consignor Account #: _____

AGREEMENT BETWEEN THE CLOSET CONCIERGE (CC LLC) AND

Name _____

On (date) _____, which expires on (date) _____

Welcome to The Closet Concierge!

We're delighted you've chosen us to help resell your clothing, shoes, handbags, jewelry, and accessories. Our mission is to deliver the best possible selling experience through attentive service, transparent policies, and expert market insights. Please review the guidelines below to ensure a simple, rewarding, and enjoyable consignment experience.

1. Consignment Term & Ongoing Consignors

- The term of this agreement is 60 days from the date of signing.
- CC LLC assumes ownership after 90 days; thereafter, most items will be donated. Exceptions are jewelry and luxury bags.
- We strongly recommend that you do not consign items you may wish to have returned. **If you are not ready to part with an item, do not consign it.**
- Should you wish to reclaim any of your items, it is your responsibility to contact the store to make arrangements at 60 days. Upon request, we will provide a list of items currently in inventory; **locating and retrieving those items will be the consignor's responsibility. CC LLC does not store or hold items for future pickup after the consignment term. Unsold clothing and accessories are automatically donated to support local charities.**
- **Appointments: Consignments are accepted by appointment only. Drop-ins are not permitted unless pre-approved by a sales associate.**

2. Pricing & Discount Schedule

- The Store has sole discretion to offer discounts, promotions, price, and reprice consigned items based on market conditions and our expertise.
- We reserve the right to donate any items found to have noticeable stains, defects, etc., before consigning them. **We will not contact the consignor; they will be donated or recycled.** Please ensure your items are in saleable condition.
- **Discount Schedule:**
 - **60–90 days:** Items automatically marked down by 50%. Not applicable to “very special” items, such as luxury handbags and jewelry.
 - **After 90 days,** items may be donated unless otherwise deemed.
 - **Jewelry:** If the jewelry does not sell, the Consignor will be contacted and must pick up the items within two weeks; otherwise, they will be donated.
- **Payout Options:** Consignors receive 40% of the selling price for items sold, or 50% when opting for store credit toward future purchases. Proceeds are credited to your consignor account upon sale, and you may choose each time whether to cash out (by check, mailed, or picked up in-store) or apply the funds as store credit. Preferences can be changed at any time.

3. Insurance & Risk

- CC LLC insures inventory against risks such as fire, flood, and theft.
- If an item is lost, stolen, or damaged while in CC LLC's custody, it is considered sold. The consignor will be reimbursed the **listing price at the time of loss**, less CC LLC's commission.

4. Sales Records & Payout

- You may inquire about your account status at any time in-store. **You can cash out or request a check once your balance reaches \$50 or more.** CC LLC does not mail or call consignors with account updates.
- Always notify CC LLC of any address updates to ensure correct check delivery.

5. Fees

- **Authentication Fee:** \$25 per luxury item. Replicas of designer items are not accepted due to copyright infringement laws. If the original purchase receipt is unavailable, CC LLC utilizes a third-party authentication service, and this fee will be deducted from the consignor's earnings.
- **Duplicate Check Fee:** \$25 if a replacement check is required due to incorrect or outdated address information. CC LLC is **not responsible** for USPS delays, forwarding errors, or lost mail.

6. Account Termination

- Either party may terminate with **5 days' written notice** via email Hello@TheClosetConcierge.Shop
- The written notice signals the end of the account; a 5-day pickup window starts as noted above.
- CC LLC may keep items not retrieved within the pickup window.

7. Legal & Miscellaneous

- **Independent Contractor:** CC LLC is not your partner, agent, or employee.
- **Governing Law:** This Agreement is governed by the laws of the State of **Arizona**.
- **Dispute Resolution:** Before any court action, parties agree to attempt **mediation**. If unresolved within 30 days, disputes will go to **binding arbitration** in Arizona.
- **Entire Agreement:** This document supersedes all prior communications. Amendments must be in writing and signed by both parties.

Consignor Name (please print)

Mailing Address

Street/PO Box

State

Zip

Email_____

Mobile Phone #_____ Home Phone #_____

Signature_____