

SECONDI

While you wait for us to type your consignment, please take a moment to read this!

It is your responsibility to call (202-667-1122) or email us (secondi.dc@gmail.com) to check on your account. We kindly ask that you request only one check per month (but you can use your balance as store credit any time!). You can pick up your check at the store or have it mailed to your address on file (for a \$1 fee). Our weekends are busy, so if you reach our voicemail don't panic! We check our voicemail 3 times a week. You may also email us at secondi.dc@gmail.com .

Secondi now offers online access for checking your account balance!

- 1) Go online to <https://secondi.com> and click "Check Consignor Balance"**
- 2) Your username will be the email we have on file for you.**
- 3) Your password will be the same email. Once you log in, you will have the opportunity to change it to whatever password you like.**
- 4) If you have any problems, or would like the status of a specific item, please email or call us.**

When leaving a voicemail or email, please state clearly:

- 1) Your first and last name,**
- 2) Your phone number,**
- 3) And if you would like your check for pick-up or mailing.**

Our weeks work like this:

Monday & Tuesday: All messages are checked and returned to the best of our ability.

Wednesday: We begin processing the week's checks (may change depending on holidays)

Friday: Checks are ready for mailing or pick up. Pick-ups are available at Secondi after 3pm.

How to do a Drop-Off:

Now that you're in our system, you never have to make an appointment again! Why do a "Drop-Off"? It's easy, convenient, and you can do one seven days a week!

- 1) At home, print out and complete both a "Listing Form" and a "Drop-Off Agreement Form" from www.secondi.com.**
- 2) Bring us your listed and organized items Monday-Saturday from 12:30-5:00pm, or Sundays 1:30-4:00pm.**
- 3) The beauty of a drop-off is that you don't have to stick around for us to take your consignment in! We will review your items during a quieter moment, price them at our discretion, and donate (in your name) what we are not able to accept.**
- 4) You will receive an emailed listing form for what we accepted, with a donation tally of what we could not accept. All of our donations are made to A Wider Circle and the Lupus Foundation.**

If you have any other questions, feel free to ask!

Thank you, from Secondi.