

# The Loft Agency

01803 862136

## "How We Work"

- We sell your unwanted clothes, shoes, handbags and jewellery on your behalf, on a 50:50 basis. We will advise you how much we feel your goods will sell for.
- We accept a **maximum of 8 items** from each customer every day between 10am and 1pm. Please attach a note to your bag with your name, telephone number and date. Include details of any minimum amount you wish to receive for high value items.
- We cannot accept items unless they are freshly washed and pressed. Please also check for damage and marks etc. We look for these during our assessment but sometimes miss them due to the high number of items we receive. If found later, sadly we must immediately donate these unsaleable items to charity. Please note, if items are not pressed, we will deduct a 10% charge for steaming them.
- We try to assess and price items within half an hour (longer if busy). Any items we cannot accept are replaced into your bag for same day collection. If uncollected, we must donate them to charity due to lack of storage space.
- Items are displayed for 3 weeks from the date you bring them in. After an initial period of 10 days, we will gradually reduce prices to achieve the best sale price for you. During the final week, items will be half priced and placed on our sale rail if not sold. On the expiry date unsold items are automatically donated to charity if uncollected by the end of the following day.
- We aim to pay you by BACS transfer within 7-10 days of ticket expiry. Please advise us of your bank details when you bring in your items and let us know if your bank account and ticket names are different, to ensure our bank payment reaches the correct bank account.
- By leaving your items with us, you confirm that you have read and accepted our terms and conditions.

**Thank you, we will always do our best for you**

## What We Accept

**Clothing** - items must be freshly washed, pressed and in perfect condition. If an item is unsaleable because of marks or damage etc. we will have to donate it to our charity. Clothing should be seasonal and preferably less than 3 to 4 years old.

Best-selling labels, where we can achieve high prices for you include:

Oska/Toast/Sahara/American Vintage/The White Company/White Stuff  
Hobbs/Mint Velvet/Jigsaw/Whistles/Fat Face/Crew/Seasalt/Boden/Poetry/And  
Other Stories/Barbour/Anthropologie/Hush.

Regrettably, we cannot achieve worthwhile prices and therefore cannot accept supermarket brands, including M&S or less expensive labels such as Primark  
Matalan/Peacocks/M & Co/Next/Wallis/New Look/Oasis.

**Footwear** - we accept UNWORN high-quality shoes/trainers with an original purchase price of more than £50. Barely worn leather boots may also be acceptable. (We cannot sell evening shoes/stilettos/court shoes).

**Handbags** - high quality leather handbags are also very saleable. Best sellers include Mulberry, Coach & Radley. Also, fabric bags by Kipling and Roka.

**Jewellery** - silver jewellery is extremely popular; please advise us the amount you wish to receive. We recommend you seek a jeweller's opinion if you are in any doubt as to how much your item is worth.

We take every care of your items and whilst we have rarely experienced problems, we cannot accept liability for loss or damage of any description.

## Donations

Please consider donating your unsold items. We have raised thousands of pounds for Charity in recent years.

Your donations are currently supporting local charities including the Totnes Food Bank.