

REQUENTLY ASKED QUESTIONS:

What is a consignment store?

A consignment store sells items for you and shares the profit. At WM, our consignors receive 50% of the final selling price.

Who sets the price?

Our knowledgeable staff will determine initial prices with your approval. We welcome any information you have regarding the age, manufacture name, original cost of the item, or any history of your item(s) that would attract interest.

What will it cost to sell items through WM?

Consignors receive 50% of the final selling price (less any fees).

When and how do consignors get paid?

Monthly, once your consigned merchandise has been sold.

What is accepted?

Consigned items must be of good quality, gently used, great condition, odor free, clean, stain free, and free of animal hair. Free from any rips, tears and no broken frames. No water stains, deep gouges or major scratches on the primary finish, no broken or missing hardware. Doors and drawers must operate properly. Mechanical movements must operate properly.

We welcome furniture, home décor, area rugs and more from private homes (gently used), home builders – model homes, Estate Sales, furniture manufactures closeouts and overstocks and furniture retailers closeouts and special order returns. Antiques and other mid-century furnishings are welcome.

We will not accept the following items: cribs, lamps without shades, waterbeds, anything in need of repair or refining.

Is it clean?

A common question asked in a consignment store is; "Is it clean?" It's a natural concern. Rest easy, if you are buying at WM, the answer is YES, it is clean!

Every piece of furniture and carpet that comes through our door is inspected for cleanliness and aroma. If it's not clean and odor free, we won't accept it.

Are there markdowns?

Yes!

Markdown Schedule:

- After 30 days, 10% off initial selling price
- After 60 days, 20% off initial selling price
- After 90 days, 30% off initial selling price

What about transportation of furniture & other items?

WM works with local delivery companies to offer you a pick-up service for a nominal fee.

You may choose to bring your merchandise to us by appointment only. You'll still want to send us your photos for pre-approval and fill out the Consignment Contract. If you bring your merchandise to us without pre-approval, there is a chance we may not accept the merchandise and you'll need to take your items with you.

You can hire a Delivery Service or we can refer you to one.

Will you provide assistance to load merchandise?

WM has assistance available on Saturday and Sunday. During the week you'll need to bring help with you to load your merchandise or call in advance to see if we have available help. Please bring your own padding, packing materials, rope or tie-downs.

Do I need an appointment to consign items?

Yes. You may choose to bring your merchandise to us by appointment only. We preview product Monday - Thursday. You'll still want to send us your photos for pre-approval and fill out the Consignment Contract. If you bring your merchandise to us without pre-approval, there is a chance we may not accept the merchandise and you'll need to take your items with you.

If you have any furniture you would like to consign, please fill out our form or call (770) 517-7771 to set up an appointment.

What are your store hours?

We're open 7 days a week.
Monday - Saturday: 10:00am – 7:00pm
Sunday: 12:00 noon – 6:00pm

What payment methods do you accept?

We accept cash, checks, credit cards (Amex, MC and Visa). Debit cards are rang as a charge. All invoices paid in full at time of sale.

What is the sales and return policy?

All sales are final. No returns, no exchanges, no cancellations, no refunds.

Does your insurance cover my items when they are in your possession?

The consignor retains ownership and title to all articles consigned to WM as outlined in Consignment Agreement.

What happens if my items don't sell?

If your items don't sell within the 120 day contract, you'll be given 7 days to pick them up. WM does not notify you in writing that your consignment period is over, however, the date is provided in your original contract. Items that are not picked up will be sold at no commission or donated to charity.