

Consignor Reclaim In-Person

Thank you for consigning with Greene Street!

When Reclaiming, please keep in mind:

- 1.** It may take up to 2 hours for you to reclaim today, depending on how many unsold items you are picking up.
- 2.** Items may be in different parts of the store and may be difficult to find at times. Please be patient.
 - If you are unable to find item(s), please remember to check:
 - Fitting room area and go-back racks.
 - Hooks, display racks and shelves.
 - The floor under or behind racks, as items sometimes fall off of hangers.
- 3. DO NOT LEAVE BEFORE CHECKING OUT!**
 - Before you leave, please take any items you have found to the front counter for checkout, where:
 - The team will remove sensors
 - The team will also mark items as Picked Up in our software.
 - You will be asked to sign the Pick Up Log and Receipt.
 - If you did not BYO bag, the team may re-use a bag they have on-hand to bag your items.

PayPal commission payments are made within 2 weeks after the Expire Date, located at the top left of your contract.

The store team will provide assistance only:

1. By providing you with a few laminated tools to aid you in understanding our contract language and abbreviations.
2. By pulling items that you don't have access to, such as:
 - Jewelry
 - Cabled items
 - High end items that may be behind counter
 - Damaged or pulled items that may be bagged in the back area

Should you request/require any assistance beyond this, the Reclaim Concierge Service and Fee of \$9.99 will apply. Staff will not assist you immediately; they may take up to 72 hours to look for any additional items you wish to have returned to you. Please see reverse for Reclaim Concierge Service Terms.