



## Consignment Agreement

**WREN is a non-profit, membership organization. We work on behalf of our members to the benefit of all. Our goal for retail vendor membership is to provide artists and makers with retail experience and market exposure. We operate as a fully-functioning, professional retail store and assume all standard expectations of our vendors. While WREN staff can offer general guidance, we highly recommend vendors take advantage of training opportunities offered both at WREN and elsewhere.**

### **Benefits of Retail Vendor Membership:**

*(Benefits available for one individual or business under the Retail Vendor Membership.)*

- Ability to sell your work in the Store and/or Gallery at WREN, gaining retail experience, brand exposure, and increased sales
- Brand promotion via WREN's robust, paid regional marketing plan
  - Including WREN website, newsletter, social media, and print marketing
  - Paid advertising on social media and in local and regional publications
- Free link on WREN's website to vendor's website or social media platform of choice
- Discounts on WREN classes and workshops
- Discounted rates for one-on-one business mentoring and coaching services
- Access to local and regional business grant and low-interest loan opportunities
- Special invitations to cultural and educational events hosted by WREN
- Networking opportunities to exchange information and ideas

### **Guidelines for WREN Retail Vendors**

**Membership:** All retail vendors in the Store and the Gallery at WREN must maintain a current retail vendor membership with WREN. Vendors will be notified when membership is due, when it is overdue, and when your membership has lapsed. WREN will make every effort to contact overdue and lapsed vendors to renew memberships. After 3 months of overdue membership, WREN will pull your work from the Store, notify you, and arrange for you to collect it. If you desire for your work to be shipped to you, you must pay the shipping costs. If WREN does not hear from you within three months of notification that we have pulled your work, we will consider your product abandoned and assume ownership of it.

**Consignment Rate:** WREN's Store and Gallery operate on consignment. Consignors receive 55% of the retail price, and WREN receives 45%.

**Payment:** Payments are processed during the first week of each month by mailed check.



**Quality Check:** All retail vendors with a current membership are entitled to sell their work in the Store at WREN. However, WREN will offer recommendations regarding quality and presentation of work, and refuse work which does not meet WREN's standards. WREN will work with vendors to achieve this standard.

**Product Liability:** WREN does not have vendor product liability insurance. As the producer of a product, you are responsible for maintaining the appropriate product liability at all times as needed for your product. Similarly, WREN does not provide licenses or permits for product requiring such documentation. It is the responsibility of the producer to procure and maintain appropriate licenses and permits.

**Pricing:** Vendors have every right to set their own prices; however, WREN will offer guidance if staff feels pricing is inconsistent with market trends, other work in the store, or quality of work. Please be thoughtful about your pricing upon inventory intake. It is extremely labor intensive for WREN staff to re-price and re-tag your items due to a price change. WREN will accommodate reasonable requests to change prices, but frequent demands will not be tolerated.

**Your Inventory:** If you would like to update your inventory in the store, please contact the retail coordinator at [katieb@wrenworks.org](mailto:katieb@wrenworks.org). We will reach out when your inventory is low. Inventory drop offs are *by appointment only*. Appointments are available Monday-Wednesday and Saturday from 10:00 to 4:00. To make an appointment, please call 603 869 9736 or email [katieb@wrenworks.org](mailto:katieb@wrenworks.org). All inventory drop offs must be accompanied by WREN's inventory form. *Drop offs will not be accepted without an appointment or without WREN's inventory form.*

**Returning Inventory:** We will contact you to pick up your inventory if it does not sell, is out of season, or is expired.

**Inventory Management:** We can provide a report of the current status of your inventory. Requests can be made via email to [katieb@wrenworks.org](mailto:katieb@wrenworks.org)

**Merchandising:** Store displays are at the discretion of WREN staff. If you have a suggestion for improving how your product might be displayed, we encourage you to email [gmoberly@wrenworks.org](mailto:gmoberly@wrenworks.org).

**Removal of Merchandise by the Consignor:** The consignor is entitled to remove their merchandise from the Store at their own discretion. However, it may not be removed temporarily for reasons such as a craft fair or gallery exhibition elsewhere. Once an item is removed from WREN, it may not be brought back.



**Private Sales of Items at WREN:** WREN works hard on behalf of our vendors, spending a large amount of time entering inventory, integrating it into displays thoughtfully and creatively, speaking about your work and brand to customers, and investing in paid digital and print marketing to the benefit of all our vendors. For this reason, the removal of consigned goods from the Store or Gallery for a personal sale will not be tolerated. These sales should go through WREN directly. We respectfully ask our vendors to either remove from their website any original piece that is in The Store or Gallery at WREN, or mark it as “available through gallery” and include WREN’s contact information. We are happy to process sales over the phone and arrange for shipping within the contiguous United States. If WREN finds a vendor has pulled work from WREN to sell privately, that vendor’s membership may be revoked and their inventory removed from the Store and Gallery.

**Commissions and Custom Orders:** WREN often receives requests for commissioned work or custom orders. We then pass these requests along to the vendor. If a vendor agrees to proceed with these special requests, please be respectful of the work WREN has put in to promote your brand, and process these sales through WREN. The same commission rate applies: 55% to the vendor and 45% to WREN. If WREN finds a vendor has privately accepted payment for a commission or custom order organized or initiated by WREN, that vendor’s membership may be revoked and their inventory removed from the Store and Gallery.

**Integrity:** WREN works hard on behalf of our vendors. We understand that some customers will go directly to the vendor for something they have seen in The Store and Gallery at WREN, seeking a discount or a personal relationship. We appreciate it if you recognize that this customer encountered your work at WREN and encourage them to buy through WREN directly, or take it upon yourself to send WREN a commission or donation.

**Vendor Responsibility:** WREN staff makes every effort to ensure that your work is displayed appropriately and accurately. WREN has installed a multi-step inventory check process to ensure that all vendor information regarding pricing, media, purpose, and care are recorded, transcribed, and disseminated accurately. WREN vendors are equally responsible for how their work is represented at WREN, and will have several opportunities to check WREN’s work, via copies of inventory intake sheets signed by both parties, and updated inventory records printed out or sent via email. Vendors are also entitled to request said sheets and records at any time, or stop in to ensure you are happy with our work and our relationship. WREN strives to maintain professional accountability, and we expect the same from our vendors. We are all human. If an error in pricing or other product information is made, and the vendor has reviewed and signed said inventory intake sheets and records, both parties will assume responsibility regarding customer refunds or lost income.



**Agreement**

I am a vendor member of WREN: Women’s Rural Entrepreneurial Network, 2011 Main Street Bethlehem NH. I authorize WREN to sell my products. I also understand that I retain title to the goods until sold by WREN. I will not hold WREN responsible for any damages to my product or work due to the failure or expiration of the materials of which the work was created.

I understand that I will receive 55% of the retail price of my work, and that payouts are processed by check the first week of each month.

I understand that I must pay an annual \$75 vendor membership fee, and that I must keep my membership current.

I understand that I may not drop off inventory without an appointment or WREN’s drop off form.

I understand the guidelines and terms of this agreement.

My vendor membership with WREN is current as of today.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Make checks payable to: \_\_\_\_\_

WREN Signature: \_\_\_\_\_ Date: \_\_\_\_\_