

Shop in a Box Agreement

Contact: trading@embraceme.org



1. Receipt of goods:

- Deliveries will be made directly to your nominated address via courier.
- Each delivery will come complete with a Delivery Note listing all items and quantities that have been sent
- Please count stock promptly upon delivery and report any discrepancies, or breakages to trading@embraceme.org

2. Organising the event:

- Shop in a Box provides all the stock you will need but you will need to arrange supporting materials such as tables, stationery, signage and a cash float as these are not provided by Embrace.
- It is suggested that you order a range of coins for the float; £5 notes, pound coins and pennies being the most used denominations. A float of £50 - £100 depending on the size of the event is advisable. We also strongly advise using a lockable cash box to store the float and takings whilst at the event.
- Booking pitches (where applicable): Some events will allow charities to have a pitch at a reduced rate or for free, please do be aware that if you are trading this could affect your pitch rate, always inform the event organisers if you will be trading at the event.

3. Selling at the event:

- At an event, know the space you have available and utilise this in the best possible way. Ensure that stock can be stored safely and securely and away from potential weather damage or theft.
- Please ensure that you accept **CASH PAYMENTS ONLY. DO NOT** accept cheques or debit/credit card details in payment for goods or for the purpose of making a donation. If customers wish to make a donation by cheque or card, please direct them to our website or a copy of the catalogue where full details of how to donate are available.
- If you do have the facility to take card payments at your event venue, please do so recording the price of any transaction.
- Price lists for the items received will be sent via email.
- Each item must be sold for the unit price advertised. Please do not sell above or below the unit price.
- Discounts will not be available to offer to visitors of a Shop in a Box stand.
- Embrace catalogues are provided within your Shop in a Box, to give away to customers.
- At the end of the day/event all stock will need to be packed up and taken away.
- In the event that you are approached by a customer with a faulty or damaged item previously purchased from Embrace, please direct them to the customer service section of our webshop (shop.embraceme.org) or ask them to call our customer service team on 01227 531262 where staff can organise a replacement or refund. **DO NOT replace or refund the item yourself.**
- If you find you have any damaged or faulty items in your Shop in a Box pack please contact us on trading@embraceme.org to arrange a replacement.

4. After your event:

Transferring proceeds from the event to Embrace:

- Please bank any cash taken and/ or the total amount taken through card transactions at your event within 5 working days of your event to Embrace the Middle East, with details listed below.
- Please use reference SIAB & your surname, for example 'SIAB Jones'

Organisation Name	Embrace the Middle East
Bank Name	National Westminster Bank Plc
Account Name	Embrace the Middle East
Sort Code	60-11-01
Account Number	15540464

5. Reconciliation: After each event, Embrace volunteers must:

- Record all sales taken using the pdf provided and return this to **trading@embraceme.org** within 5 working days of the event.
- Bank all cash raised from your event into the Embrace the Middle East bank account

6. Returns:

- Once you have finished your Shop in a Box event, ensure that all remaining goods are accurately counted and recorded on the pdf document. Please enclose a hard copy of the completed pdf, detailing the quantity of each item being returned and enclose this within the return parcel.
- All products must be securely packaged & each box weighed.
- Please send the box count, dimensions and weight of each box to the Trading Team to arrange a courier collection at trading@embraceme.org.
- Trading team will send you the return documentation. This will need to be printed and attached to the return box.

7. Customer complaints and communication

- In the event a customer wishes to contact Embrace to raise a complaint or to communicate in any other way, the customer should be directed to contact the Trading Team on trading@embraceme.org (for matters relating to product and purchases) or the Supporter Experience Team on info@embraceme.org or **01494 897905** (for matters relating to the work of the charity).

8. Personal safety at an event

- Relevant Health and Safety policies, procedures and practices (such as personal safety awareness) should be followed.
- Volunteers should at no point put themselves at risk when serving a customer.
- Please ensure that you are familiar with the Health and Safety procedures for your particular event and do all that you can to keep yourself and others safe. Embrace cannot be held responsible for the safety of volunteers and customers at third party events.

9. Terms & Conditions

- Your Shop in a Box has been sent to you on a sale or return basis and all unsold stock must be returned after the event in saleable condition.
- Each item must be sold for the unit price advertised. Please do not sell above or below the unit price.
- You can only sell in person to members of the public; you must not sell through retail shops or on any auction websites.

I agree to host a shop in a box, following the terms and conditions detailed above:

Signed _____

Print name _____

Date _____

(Please scan in the signed agreement and email to trading@embraceme.org in advance of running your event)