

Concessions @28

Welcome

Pack



**Bringing Crafters & Small Businesses
Online & To A High Street Shop**

28 High Street, Chatteris. PE16 6BG
Telephone: 07788 956967
Website: www.concessions28.shop
Email: concessions28@outlook.com

About Us

Thank you for your interest in Concessions @28.

Concessions @28 is a shop on the high street of the fenland market town of Chatteris. We provide an in-store and online outlet for local small businesses and crafters on their sales journey.

Opening Hours

Our opening hours are:

- 9:30am – 4:30pm Monday, Wednesday, Thursday and Friday
- 9:30am – 2:30pm Saturday
- Closed Tuesdays and Sundays

Why choose Concessions @28 for your sales Journey?

- ✓ The option of selling instore in a modern, professional, spacious and clean shop
- ✓ The option of online sales through our new fresh look website – www.concessions28.shop
- ✓ No long term commitment
- ✓ We have a full time team on site
- ✓ We take zero commission on instore sales & minimal commission from online sales
- ✓ All items are barcoded, and sales are tracked using our digital point of sale system
- ✓ We provide monthly sales statements with a full sales breakdown
- ✓ We have an active online social media presence
- ✓ We encourage concessions holders to come in regular to spend time in our shop, but this is not mandatory
- ✓ You'll be the first to know of any upcoming events, offers and discounts

Thank you for your interest in Concessions @28 and we look forward to working with you on your sales journey.

Selling online with Concessions @28

New to selling your products? Don't have your own website? Or simply don't want to pay the monthly website fees? Whatever the reason we have the perfect option for you. Sell online using Concessions @28.

Why Choose Concessions @28?

That's a good question. Selling through our website has many advantages:

- ✓ There is no fixed monthly fee to pay for selling through our site
- ✓ Unlike other sites our commission fee is kept as low as possible
- ✓ All items from our stockists are stored in our warehouse for easy dispatch
- ✓ We handle all packaging and postage of your items
- ✓ Stockists share the same website shop and therefore the same customers
- ✓ Online selling is separate from selling in our shop. There is no requirement to rent space in the shop
- ✓ Stockists renting space on the shop floor automatically receive a discount on the online sales commission
- ✓ An automatic payment of your balance every month
- ✓ A monthly sales statement with a full sales breakdown

What is the commission charged on sales?

The amount of commission to charge is not an easy decision to make. We have considered costs we will incur, expected sales rate and the need to safely store your stock. After consideration we have decided on the following commission:

Concession Holder Sale Method	Commission Charged
Website sales only	20% deducted from gross online sales
Website & In-shop	15% deducted from gross online sales

The commission charge will be kept under regular review to ensure it is suitably and fairly priced for you and the service being provided.

Want to begin selling with us?

We have made the process as smooth as possible. Contact us today and we will guide you through the next steps. You can contact us on social media, through our website www.concessions28.shop, by emailing us at concessions28@outlook.com, or by telephone on 07788 956967 or pop into the shop during business hours.

Have a question?

We do have a FAQ section on our website which may help. This can be found www.concessions28.shop. If you have any further questions or would like further information why not contact us.

In-store Rental Spaces

Choosing an in-store rental space doesn't have to be daunting. When choosing a rental space to display your products take into account the size of your products and how they would be best displayed.

To make rental easier for our concession holders all rental spaces are rented by the month via a subscription service with no long term commitment. All concession holders have the option of transferring to, or adding, other available concessions spaces.

We offer different types of concession spaces in a range of sizes that provide both an advertising and sales space. Concession spaces are available in the following options:

Shelf Rental Options

Our most basic rental package ideal for those starting their sales journey.

A single glass shelf providing plenty of room for your items but comes with no additional fixtures or fittings.

Rental Type	Measurements*	Price Per Month
Standard Shelf Rental (x1 shelf)	60cm (Width) x 25cm (Depth) x 28cm (Height)	£15.00
Large Shelf Rental (x1 shelf)	120cm (Width) x 25cm (Depth) x 30cm (Height)	£25.00
Counter Shelf Rental (x2 shelves)	120cm(Width) x 60cm(Depth) x 20cm (Height)	£55.00

Wall Unit Rental Options

Our wall units provide a great rental space that is very much in the customer's eye line. It's ideal for those items that need to hang lower than the rental unit or those with taller items.

These rental spaces come with various interchangeable fittings including shelves, hangers and baskets to display your products.

Rental Type	Measurements*	Price Per Month
Slim Wall Unit	30m (Width) x 120cm (Height) x 30cm (Depth)	£32.50
Standard Wall Unit	60m (Width) x 120cm (Height) x 30cm (Depth)	£55.00
Large Wall Unit	60m (Width) x 120cm (Height) x 30cm (Depth)	£85.00

Gondola Side Rental Options

Our gondolas provide a space on the shop floor and are an alternative to the wall unit rental spaces. They are rotatable and as they are often the first sales points the customer sees they are rotated on a regular basis to ensure everyone benefits.

These rental spaces come with various interchangeable fittings including shelves, hangers, and baskets to display your products.

Rental Type	Measurements*	Price Per Month
Slim Gondola Side	30m (Width) x 120cm (Height) x 30cm (Depth)	£35.00
Standard Gondola Side	60m (Width) x 120cm (Height) x 30cm (Depth)	£55.00

Other Rental Options

Rental Type	Description	Measurements*	Price Per Month
Corner Unit	A unique 2 triangle shelf rental	80m (Width) x 35cm (Height) x 40cm (Depth)	£35.00
Window Cube	Intended only for advertising your products	30cm (Width) x 30cm (Height) x 30cm (Depth)	£7.50

*Please note measurements are approximates and may vary slightly from those detailed.

Want to rent a concessions space?

We have made the process as smooth as possible. Contact us today and we check availability of your desired rental space. We will guide you through the next steps. You can contact us on social media, through our website www.concessions28.shop, by emailing us at concessions28@outlook.com, or by telephone on 07788 956967 or pop into the shop during business hours.

If we have no availability, we can add you to our concession holders' waiting list for when a space becomes available.

Have a question?

We do have a FAQ section on our website which may help. This can be found www.concessions28.shop. If you have any further questions or would like further information why not contact us.

Concessions @28

Business

Tracey Withers
Trading as Concessions @28
28 High Street, Chatteris, PE16 6BG
Concessions28@outlook.com

Concession Holder

Name:
Address:
Email Address:
Telephone No.:

Agreement For Online Sales & In-Store Rental Spaces

This agreement is between **Tracey Withers** (the “Business”) and the “Concession Holder” above.

Terms of Agreement

Rental Period for In-shop Sales

All concessions spaces are rented by the calendar month and will auto renew each month until cancelled by you or us. We may periodically ask if you are happy and wish to continue with your concessions space.

Rental Payments for In-shop Sales

Rental fees for your concession space will be collected on or after the 28th of each month and are non-refundable in the event of a cancellation after the start of the respective month.

Commission Payments for Online Sales

The deduction of any commission payments due to us will be made prior to the payment of your monthly sales balance being made to you.

Right of Cancellation

If you wish to cancel renting your concessions space we request you give us 7 days notice where possible. Cancellations must be received no later than the 21st of the month to prevent collection of the next monthly rental fee (for In-shop Sales). Please note partial refunds are not offered for cancellations during a rental period.

Cancellation of Service by Us

Whilst you are able to cancel your subscription, we also reserve the right to cancel it under the following situations:

- Non Payment
- Rudeness to us, our staff, other concession holders or customers
- Receiving multiple complaints from customers and Re-occurring safety concerns regarding your products

Stock Control

To allow us to enter all products into our database and produce the relevant barcode labels please allow us up to 48 hours to display your products in the shop from the time you bring them in. Online New Stock forms are provided, please complete these with an accurate list of your new stock. You are encouraged to frequently return to organise your products to your desired display layout.

Please note that certain shelves may have weight restrictions and we reserve the right to move items to another shelf to decrease or balance the weight. We reserve the right to ask you to take stock home if we cannot display it and cannot store it until it's displayed.

Stock Quality

All products sold in the shop need to be traceable in the event of a problem with the item. Certain products have to have a business address on them. It is your responsibility to ensure your products comply with consumer safety standards relevant to your area of business.

We reserve the right, at any time, to decline or remove any products we deem to be unsafe for use by the public. Items can be placed back in stock once made safe. Please note we are unable to provide advice on product safety.

Returns Policy

Although concessions have their own returns policy it's important for our customers to have a smooth experience should they wish to return a product. Therefore, all concession holders will be expected to abide by our own refunds policy for products sold inside our shop.

Public Liability Insurance

Our insurance policy does not cover your products. We therefore advise all concession holders to have their own public liability insurance cover. Evidence of this may be requested.

Window Cubes

Subject to availability you may be provided with a window cube display for free. This can be used to display a couple of products that you sell in the shop. The window cube space, unless a rented space, can be moved around at our discretion. Occasionally we will create themed window displays e.g. Halloween and Christmas.

Operating Costs

For transparency of your rental price and/or commission roughly gets divided as:

40% Labour

60% operating costs

Personal Details

It is a requirement that we hold your personal details such as home address and telephone number. If you change your name, home address or telephone number whilst renting a concession space please let us know. We may ask you, from time to time, to verify your details are still correct.

We only ask for personal information when we truly need it to provide a service to you or your customers. We collect it by fair and lawful means, with your knowledge and consent. We also let you know why we're collecting it and how it will be used.

We only retain collected information for as long as necessary to provide you with your requested service. What data we store, we protect within commercially acceptable means to prevent loss and theft, as well as unauthorised access, disclosure, copying, use or modification. We don't share any personally identifying information publicly or with third-parties, except when required to by law.

You are free to refuse our request for your personal information, with the understanding that we may be unable to provide you with some of your desired services.

Social Media

Whilst we will feature your products from time to time on our social media you will still need to advise on social media yourself. Where you do post please always mention you can be found in our shop and tag us in any posts. We will of course share you posts onto our social media if we see them and would ask you to share any of our social media posts for greater coverage.

Payments

The Concession holder hereby instructs the Business to make payment of any sales total to this account within 5 working days of the end of the month.

Bank Name:

Sort Code:

Account Number:

Account Name:

SIGNATURES

By signing this document both parties agree to the terms and provisions of this agreement.

To be completed by the "Concession holder"

Full name	
Signature	
Date	

To be completed by the representative of the "Business"

Full name	
Signature	
Date	

Agreement Cancelled (to be completed by the "Business")

Date of Cancellation:		Reason:	
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Refunds Policy

All Concessions will be expected to abide by our refunds policy for any items sold within the shop. We will only offer a refund on your behalf where an item is faulty, not as described or is generally not fit for purpose. This policy applies to all products including those on sale at the time of purchase.

We will not offer any refunds to a customer where they:

- knew an item was faulty when they bought it
- damaged an item by trying to repair it themselves or getting someone else to do it (though they may still have the right to a repair, replacement or partial refund)
- no longer want an item (for example because it's the wrong size or colour) unless they bought it without seeing it

Online, mail and phone order sales

Any online, mail and telephone order customers have the right to cancel their order for a limited time even if the goods are not faulty. Sales of this kind are known as 'distance selling'. We will offer a refund to customers if they've told us within 14 days of receiving their goods that they want to cancel. They have another 14 days to return the goods once they've told us. Items must be returned in the condition the customer received them. Certain items may be excluded from this returns policy.

We will refund the customer within 14 days of receiving the goods back. They do not have to provide a reason.

Repairs and replacements

If a customer has 'accepted' an item, but later discovers a fault, the concession may have to repair or replace it. The customer can still reject the item after it's been repaired or replaced.

A customer has accepted an item if they've:

- told us they've accepted it (having had enough opportunity to inspect the item before confirming they've received it)
- altered the item
- The concession must repair or replace an item if a customer returns it within 6 months - unless the concession can prove it was not faulty when they bought it.

The concession can ask a customer to prove an item was faulty when they bought it if they ask for a repair or replacement after 6 months.

Proof of purchase

We will ask the customer for proof that they bought an item from our shop. This could be a sales receipt or other evidence such as a bank statement.

Items returned by someone other than the buyer

We will only accept returns from the person who bought the item. Proof of purchase may be required.