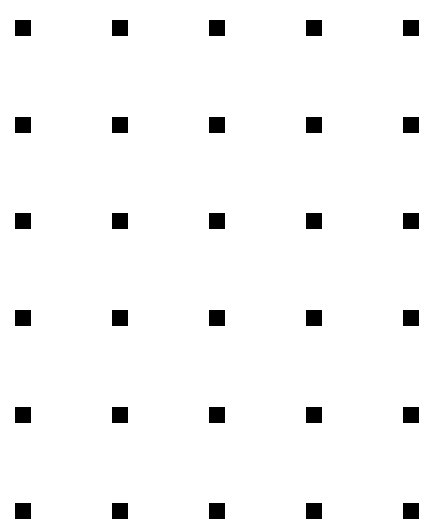
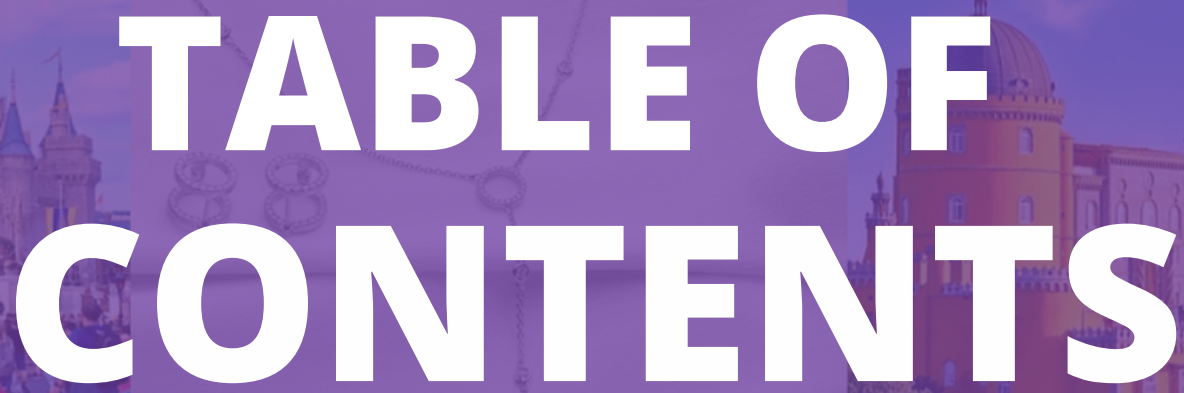


# FAQ





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# General Shop FAQs

## Who is riskfreeitemshop.com?

Riskfreeitemshop.com is an e-commerce platform established in 2020 that offers premium consignment travel packages, jewelry, and wine for nonprofit fundraising. In partnership with GiveSmart, we aim to help nonprofits elevate their auction experience with unique, high-demand items, ensuring a more engaging and profitable fundraising experience.

The shop's easy-to-use platform **combines the best of both worlds for item sourcing**. Nonprofits can quickly source items from trusted providers and enjoy one-on-one customer support throughout the process.

## Is there a cost to use the shop?

Our shop is free for all nonprofit organizations, with no additional markup or fees. Our products are exclusively offered for nonprofit fundraising.

All items have a *Cost To Nonprofit* (reserve) price featured on the shop and product page. **You only pay the Cost To Nonprofit (reserve price) for what sells at your event and keep the profit.**

## How do I know these are quality items from trusted providers?

We have a rigid vetting process for each of our providers to ensure that all of our offerings are of the highest quality. We understand that your donor is very important to you and your organization, and we want to be a resource you can trust.

We only work with experienced, trusted providers who offer top-quality products and packages and back up their offerings with solid customer service and support for you and your winners.

## Since these items have a cost, what do we say to donors who think their purchase goes entirely to our charity?

We recommend programming the following into the item description: This package is offered by a third party for the purpose of fundraising. Our organization will receive a portion of the sale proceeds.

# How To Use The Shop

## **How do I use the shop?**

You may scroll to view items or select a category. Each item or package has a product page where you can learn more about it. To choose an item, add it to your cart and continue shopping. When ready to check out, fill out the checkout questions provided and click submit. You will be directed to the Order Download Page as soon as you complete the checkout process. You will also receive an email confirmation of your shop order.

- You may download the PDF for your requested travel or wine packages on the Order Download Page. The PDF contains the link to the marketing materials, which you may load to your auction platform.
- For jewelry, the item provider will reach out to you within 1 business day to confirm your request, provide the marketing materials, and arrange for advanced shipping to your venue.

Our item providers will work with you directly on all aspects of the process, including customer support inquiries, invoicing for sold items, item fulfillment to winners, and advance shipping of physical items to your event (if available). Learn about our item providers on pages 5 and 6 of this document.

## **How many items can I select from the shop?**

There is technically no limit on how many items you can select; however, most nonprofits add about 3-5 travel packages as well as wine and jewelry from our shop to augment their event offerings and elevate the fundraising experience for their donors.

# Our Item Providers



Auction Packages is a leading provider of consignment packages to charities for their auctions. Their experiences are journeys of discovery and adventures through the best destinations, the most exhilarating getaways, and the largest collection of high-end private residences. They partner with renowned travel companies, hotel providers and local experts to give charities risk-free packages that provide domestic and international global selections.

Auction Packages has provided risk-free packages to non-profit organizations for over 14 years. Their team has extensive experience in the travel and hospitality sector, and their full-time travel services team is well-versed in travel destinations, having spent years meeting the expectations of seasoned travelers.

Auction Packages now offers 2019 Silver Oak wine from Napa and Alexander Valley in California. These wine packages are special as they are signed by the winemaker and not offered at retail.



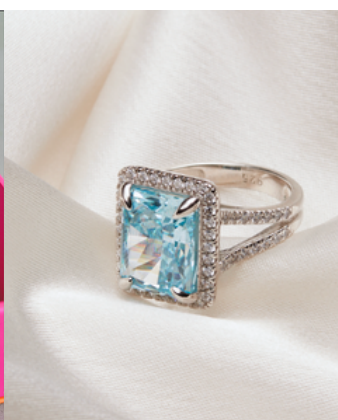
# Our Item Providers

Jewels  
With A  
Purpose

Jewels With A Purpose was founded in 2005 by Eliza Friedman. Each piece she creates is intentionally crafted to raise funds for charity and delight donors. Eliza's stunning designs are offered to charity organizations through auction packages, beautifully displayed at fundraising events, and raising millions of dollars for meaningful causes.

Their jewelry is beautifully crafted in solid 925 sterling silver with heavy gold overlay and world-renowned zirconium - the best-simulated diamonds and precious stones ever created! Each piece goes through a special process, starting with high polish, followed by a coating of palladium, then platinum, and finished off with a layer of rhodium or yellow gold.

Jewels With A Purpose is known for: timeless elegant design, luxurious look and feel and everlasting quality.



# Billing & Support

## **Are there any additional fees on top of the Cost To Nonprofit price?**

There are no additional fees. Your organization receives anything above the Cost To Nonprofit or Charity Cost. Remember to program your item or package at least 20% over the Cost Nonprofit price to build a profit margin for your organization. This ensures that even if your package or items sell just at the starting bid, you earn funds for your organization.

## **Who will bill me for items that sell at my fundraising event?**

Each respective item provider will reach out to you two business days following the conclusion of your event to see if any of the items or packages were sold. If items were sold, the provider will bill you the *Cost To Nonprofit* price. If no items were sold, there is no payment due.

## **Can we pay for items by check?**

Yes, you are welcome to pay for the items or packages by check.

## **Whom should I contact for questions or support?**

For help, email [support@riskfreeitemshop.com](mailto:support@riskfreeitemshop.com). You can also contact the item provider directly about an item or package once they reach out to confirm your order.

# Item Shipping

## **I need to have items shipped to my event. When should I submit my order?**

To have jewelry shipped in advance, please submit your order 10 days before your event. PLEASE NOTE: Physical items may only be shipped within the Continental United States.

## **Who pays for advance shipping to my event venue? Who pays for return shipping on unsold items?**

The item providers will make the shipping arrangements for you. All items are shipped to your event at no charge.

Unsold items must be returned to the provider after the event's conclusion. Return shipping costs vary by the size and weight of each item. Please work directly with the item provider to determine any potential return shipping and insurance charges for your selected items. Typically the cost to return unsold jewelry is between \$10-30 dollars.

## **Who pays for package/item distribution to winners for products featured solely on the digital auction platform (not at an in-person event)?**

- Our travel and vacation provider will email the travel vouchers to your winners and handle booking their travel packages or experiences.
- Jewelry is shipped directly to the winners at no charge.
- Wine is shipped free directly to the winners in the states that are available for shipping - see page 13 for more information.



# Travel Packages

## **What is the time frame for booking and using the travel and experience packages?**

Our packages allow the winner a year to book and another year to travel from the date they receive their redemption voucher.

For package black-out dates, please take a look at each package's product page. You will find terms and blackout dates provided in the Package Redemption portion of the package description.

## **Can travel and experience packages be sold as multiples?**

Yes. We have multiple quantities of every package we offer and find selling multiples does increase net revenue mission dollars. It is important to always sell the same package at the same price so that initial bidders do not feel as if they have overpaid.

Additionally, any of our travel experiences may be included as a BUY NOW at a flat price with multiples available.

## **Does Auction Packages, the item provider, contact our package winners directly?**

Once payment is received, the Auction Packages travel services department reaches out to each winner and issues them a redemption voucher within one day.

More specifically:

The travel services department will reach out to the winner and issue them a redemption voucher with a specialized code. Once the winner is ready to book, they simply call the travel services department at 888-857-2257 and speak with one of the travel service specialists, who will work with them directly to book their travel and ensure they are well taken care of.

## **Can the winner make any modifications to their package after the event?**

Yes. The Auction Packages travel services department will assist and quote all winners for any changes, modifications or add-ons they request.

# Travel Packages

## **Do your packages include airfare?**

Flights are not included in any of our travel packages. Winners prefer this as most use miles or points to book their trips and/or prefer a particular airline. Also, our travel packages allow up to one year to book the trip and another year to travel, and the cost of flights would vary considerably throughout this time.

We focus on offering nonprofits a wide variety of premiere vacation accommodations and experiences without air travel so that we can keep the cost of our packages consistent throughout the year.

## **How many travel packages are offered in your shop?**

We offer approximately 150 travel and experience packages.

## **What if I see a package with a 3-night stay but I would like a 2-night stay instead?**

Simply add the package to your cart and checkout as normal. An Auction Packages specialist will reach out to you to confirm your order in 1 business day. At that time you may inquire as to whether the package offers any variations for accommodations etc. If available, they will be happy to adjust your package request.

## **What happens if a vacation package or experience isn't available anymore?**

We do everything we can to prevent this from happening, which is why our packages and items can be sold multiple times without any issues. However, in the rare event that this happens, we will offer your donor a replacement package that is as close as possible to the original package or refund their money.

# Pricing For Travel Packages

## **How should I price travel and vacation packages?**

We recommend starting the bidding at around 20% above the *Cost To Nonprofit* price. Setting a higher price raises the perceived value increases the interest for the item, and builds in a profit margin for you.

Once you select your travel package and checkout, you will be directed to download a PDF which will include the Cost To Nonprofit price, the suggested starting bid and the marketing materials to download and then upload into your auction platform.

Please note that all pricing/starting bids must be higher than the listed Cost-To-Nonprofit price.

## **What is the Fair Market Value (FMV) of the travel packages?**

Concerning FMV, it is industry standard that providers do not offer Fair Market Value on packages, and they recommend that nonprofits list the package as "Priceless" at auction for several reasons:

1. Fluctuating seasonal travel costs over the booking period (typically 1- 2 years that are available time to book the trip)
2. The additional perks that are offered on the package
3. The VIP concierge booking service is provided for all packages
4. Ability to encourage bidders to bid higher (not based on FMV)

**For tax receipts provided after the auction, our provider recommends showing FMV at 30% over the Cost To Nonprofit price.**

Perceived value is very important in the bidding process, and most bidders will not bid on something if the FMV has been exceeded. That said, donors are also willing to pay more for a trip at auction in order to support their charity.

**For more information, set a time to consult with Auction Packages, the item provider.**

# Pricing For Jewelry

## **How should I price jewelry items:**

Jewels With A Purpose will send you the marketing materials for your package, including the wholesale price, suggested starting bid, and the retail value of each item.

## **What if I don't sell everything in the jewelry fundraising package?**

The package features best-sellers, and showcasing the jewelry as a collection helps to generate interest, excitement, and bidding for the items.

However, you ONLY pay for the items that sell. For unsold items, please return these to the item provider per their fundraising agreement.

# Pricing For Wine

## **How should I price wine items:**

Once you select your wine product and checkout, you will be directed to download a PDF that includes the Cost to Nonprofit price, the suggested starting bid, and the marketing materials. You may then upload the information provided on the PDF to your auction platform. *Please note that wine is not available for advance shipping to your venue.*

## **What is the policy for shipping and restrictions on wine products:**

- The autographed bottle will be shipped to the winning bidder within approximately 45 days.
- Alcohol can only be shipped to an address where an individual at least 21 years old can sign for the package during regular business hours.
- The carrier will make 3 delivery attempts, at which point the package will be returned. We are happy to re-ship returned packages, however an additional shipping fee will incur.
- The provider will ship all year round; however, during extreme hot or cold weather, shipments may be delayed to protect the integrity of your package.

Due to legal restrictions on shipments of wine we are only permitted to ship to certain states: AK\*, AZ, CA, CO, CT, DC, FL\*, GA, HI, IA, ID, IL, KS, MD, ME, MI, MN, MO, MT, NC, ND, NE, NH, NM, NV, NY, OR, PA, SC, SD, TN\*, TX, VA, VT, WA, WI, WV and WY (\*wet zip codes only). This item CANNOT be shipped Internationally.

In the rare case the wine becomes unavailable, it will be substituted with a wine of the same quality or higher. Must redeem within 1 month of purchase.