



HOW IT WORKS

TO SHOP:

- View packages by category or scroll down.
- To learn more about a package, click on the image to be directed to the product page. There you will find the description, photos/videos, pricing, etc.
- On the product page, you may click *Add To Cart*.
- Keep shopping until you have selected all of your desired packages.

TO CHECKOUT:

- When you are ready to check out, click the shopping cart icon or *Proceed To Checkout* button.
- The first step in the checkout process is to review your order. When you are finished, click the *Go To Checkout* button.
- Please complete the requested information on the checkout page and submit your order. No payment or credit card information is due.

TO ACCESS MARKETING MATERIALS

- After your order is submitted, you will be directed to a page where you can download a PDF for each of your travel or wine packages.
- The PDF contains the information you need to upload and feature the package on your auction platform. You will also receive a confirmation email with the downloadable PDF links as well.
 - If your order includes jewelry, you will receive an email from Jewels With A Purpose within 1 business day. This email will contain the marketing materials and a link to request free shipping to your event. *Please allow 7 days shipping time in advance of your event in order to guarantee on-time arrival.*



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WORKING WITH OUR ITEM PROVIDERS

Our item providers will work directly with you on all aspects of the post-order process, including:

- Reaching out via email to introduce themselves and confirm your order.
- Checking in with you after your event to determine what items were sold and invoice you accordingly.
- Once payment has been rendered:
 - Auction Packages will contact your winners with information on how to book their trip through their Concierge Services. For orders including wine, they will arrange shipping to your winner according to the shipping guidelines noted on the product page.
 - For jewelry, if you had items shipped to your event, you will need to ship back any unsold items. If your event was virtual, Jewels With A Purpose will collect your winners' names and address information and mail the items directly to them.
- For more information, please download our FAQs document.

If you have any questions, please email: support@riskfreeitemshop.com.