

GiveSmart[®]
by communitybrands



riskfreeitemshop.com

FAQ



TABLE OF CONTENTS

General Shop Questions	Page 3
How To Use The Shop	Page 4
Our Item Providers	Page 5
Billing & Support	Page 8
Item Shipping	Page 9
Travel Packages	Page 10
Pricing Travel Packages	Page 12
Pricing Jewelry & Memorabilia	Page 13



General Shop Questions

Who is riskfreeitemshop.com?

Riskfreeitemshop.com is an e-commerce platform established in 2020 that offers premium consignment travel packages, jewelry, and memorabilia for nonprofit fundraising. 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 easily 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 will have a product page where you can learn more about the item. To select an item, add it to your cart and continue shopping. When ready to check out, fill out the checkout questions provided and click submit.

As soon as you complete the checkout process, you will be directed to the Order Download Page, where you will be asked to download a PDF that contains the marketing materials or information for each requested item or package. You will also receive an email confirmation of your shop order and a link to the PDFs.

What happens after I download the PDF for each item?

- Follow the directions on the PDF for travel packages to download the marketing materials. The item provider will contact you in 1 business day to confirm your order.
- For jewelry, click the link provided on the PDF to fill out the fundraising request form. The item provider will contact you within 1 business day to confirm your request, provide the marketing materials, and arrange for advanced shipping to your venue.
- To request memorabilia, click the link provided on the PDF to fill out the fundraising request form. The item provider will contact you within 3 business days to confirm your request, and once you have made your selections, they will provide the marketing materials and arrange for advance 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.

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 items 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 12 years. Their team has extensive experience in the travel and hospitality sector, and their full-time travel services team are well versed in travel destinations, having spent years meeting the expectations of seasoned travelers.

More than experiences, each one is an opportunity to make a difference to help thousands around the world and strengthen our global community.



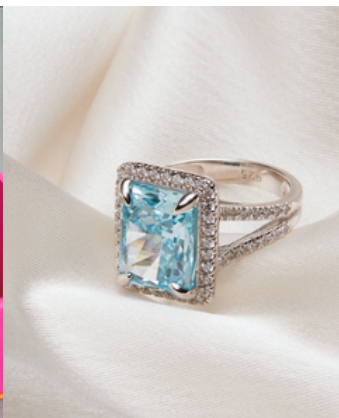
Our Item Providers

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.





Our Item Providers



CBU Auctions® works behind the scenes to make your auction fundraising events simple on you and successful for your organization.

As a locally owned and operated company with over 30 years of experience in fundraising and memorabilia, you and your guests may rest assured that all signed items are 100% authentic and include Certificates of Authenticity.

In addition to collecting many of signed items in person, CBU uses nationally known signature authenticators for all items obtained outside of their company. They provide services to over 150 charities and organizations every year, a number that continues to grow.

Regardless of your event's size, demographics, or fundraising goal, CBU is dedicated to making it a success!



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. 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 or signed merchandise shipped in advance, please submit your order 10 days before your event. PLEASE NOTE: All 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.

Who pays for package/item distribution to winners for online-only events?

- Our travel and vacation provider will email the travel vouchers to your winners and handle booking their travel packages or experiences. Jewelry and memorabilia are shipped directly to the winners at no charge.



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 two years to travel from the date they receive their redemption voucher from us.

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 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 & Memorabilia

How should I price jewelry items:

Once you checkout and download the PDF for your item, click the link provided to fill out the fundraising agreement for Jewels With A Purpose. They 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.

How should I price memorabilia items:

Once you checkout and download the PDF for your selected memorabilia option, click the link to fill out the form for memorabilia request. You will work directly with the provider to select the items you would like for your event.

They will also provide the cost to nonprofit price and suggested starting bid. The item's FMV value is typically 30% above the suggested starting bid.

Why don't you have specific memorabilia items in the shop?

There are 120 professional teams, hundreds of college teams, and countless iconic athletes in the sports category alone. This is not to mention the thousands of icons in the entertainment industry, which includes music, movies, and television.

To give our nonprofits access to a wide range of memorabilia, we partner with CBU Auctions, who carries over 7,000 items across sports, music, movies, history, and television. By putting in a *request for items*, the nonprofit can work directly with the CBY event specialist to source the items that are most relevant to the organization and the donor audience.