

**Consigner Policy & Agreement**

Monashee Community Co-op (MCC) is a multi-stakeholder, not-for-profit community service cooperative owned by over 550 members. Our mission is “*To educate and support our community by providing local, healthy, environmentally and ethically responsible food and products.*”

**Co-op Membership:** It is a requirement of Consigners to become members of MCC. There is a one-time purchase of 1 share at the cost of $50. This will allow you to become a Consigner, and entitle you and everyone living under your roof, to all the member benefits like member pricing (non-members pay 10% more), discounted bulk buying, requesting special products, volunteer discounts of another 10% discount when applicable, influencing the direction of the MCC through participation, being on the board of directors and voting at our Annual General Meeting and other special meetings.

**Communication:** The Consigner Liaison (CL) co-ordinates and work with local Consigners. Together they negotiate product quality, pricing, timing of delivery, and merchandising. If they cannot come to an agreement, the Consigner may bring his or her concern to the MCC Board of Directors.

MCC receives the product and collects payment from customers. At the beginning of the month payment is made to Consigners. The MCC takes a commission as a percentage of the retail price. If the product does not sell, it is returned to the Consigner without payment.

**Product Quality:** MCC will not accept products that do not adhere to our Vision and Mission statements. MCC accepts products which are certified organic, uncertified organic, un-sprayed, GMO-free, glyphosate-free, as well as ethically-raised and humanely treated livestock. Consigners produce receipts of their feed, copies of certification and other information for complete transparency. This information is put into Consigners’ files and available to any member who asks. *The more information Consignors can provide, the more confident our members are in supporting Consigner products.*

If appropriate, local Consigners must use a FoodSafe commercial kitchen for food production and must adhere to applicable Interior Health Authority regulations.

*Approval of new products by an existing Consigner must be vetted by the CL.*

**Consignment Pricing:** For food products, MCC takes a 20% commission from the retail price so the local consigner receives 80% of the retail price. For non-food products, our commission is 25%. These commission rates are reviewed and may be subject to change in order to maintain the financial viability of our Co-op.

The retail price can be set by the local consigner in consultation with the CL.

We normally cannot pay the same price that Consigners may get selling products retail themselves. For both consignment sales and direct purchase sales, we consider the price that we pay Consigners to be a wholesale price and somewhat less than the retail price.

If, in the CL’s judgment, the retail price results in a lack of sales, MCC may impose limits on the merchandising of the product. E.g., we may give the product one month to sell. If it does not, then MCC may return it to the local Consigner and subsequently not accept that product for sale.

**Product Labeling:** If applicable, Consigners must use a label that lists ingredients in prepared food and wellness products. All ingredients must be listed in descending order of quantity. Sub-ingredients within ingredients must also be included in the ingredients listing in parentheses. For example, if mayonnaise is an ingredient you must include all the ingredients of the mayonnaise in parentheses.

It is the consigner’s responsibility to label each product with the appropriate 3-letter Consigner code, decided upon by the CL. Consigners do not choose their own code as it may be the same as or too similar to an existing code. If there is no code, the Consigners may not get credit for the sale.

The product must be clearly labeled with the price on each product; an expiry date or date of production as needed. If a product is packaged, the Consigner includes business name and contact information. This is not our volunteers’ job. *Please refer to your Provincial and Federal authorities for more information on Product Labelling.*

**Product Merchandising:** Consigners may offer suggestions regarding product placement, signage or store location but the CL makes the final decision in collaboration with the in-store Purchaser.

**Product Delivery and Maintenance:** Consigners negotiate all terms for the product with the CL before product is delivered. MCC will only accept products that are delivered ready for sale, labeled, and priced.

It is the Consigner’s responsibility to check stock, keep levels up and to replace as necessary but the CL will remind if possible. If Consigners do not maintain products, they may be pulled from display. If the Consigner intends to remove product, the CL must be contacted beforehand.

The MCC has a limited amount of retail space. If a Consignor has not sold either five items or a total of $30 worth of product within a three-month time frame, MCC may remove them and return them to the Consigner. We will inform the Consigner as soon as possible.

**Product Sale:** When a consignment product is sold, our Point-of-Sale (POS) system will record the sale for that Consigner. We only track sales based on Consigner’s individual products at the time of sale.

At the end of each month, MCC runs a report for each Consigner that shows the number of items sold and the dollar amounts for the sales. Based on this report and commission rate, we issue a cheque to the Consigner around the 4th or 5th of the month, left in Consigner’s file at the till or by email money transfer. *Monthly Consigner payouts of less than $35 are currently made in cash.*

**Product Loss:** Product loss, damage, spoilage and theft can occur at MCC. While we do our best to avoid this, we cannot take responsibility for preventing such occurrences to products on consignment. Consigners retains ownership of their product and therefore must take responsibility.

We encourage Consigners to maintain their own records, like number of products delivered, inventory counts, prices, etc. MCC will only record when an item is sold through our POS system.

**Product Taxes:** Non-food items or snack food items on consignment will incur taxes. The CL decides if taxes must be collected or not. MCC will charge the customer the appropriate taxes at the time of sale, and will submit them to the government as necessary.

**Return & Refund Policy:** Consigners retain ownership of their products. Therefore, returns are set aside and Consigners are notified to retrieve them. Using the criteria as for other products mentioned below, product return is taken out of the Consigners monthly payout.

Customers can return packaged and canned goods 30 days after purchase. If it has been opened, MCC accepts returns only if it is spoiled with a receipt in hand. If the product is expired, expiry date confirmation and printed receipt are needed. Otherwise, the item must be unused, in the original packaging and in good condition. A cash refund or in-store credit is given.

**Regarding produce:** Spoiling vegetables and fruit are discounted 25% and then 50% and then composted, on a day to day basis.

**These are only guidelines and MCC reserves the right to take a product on consignment, to purchase it directly, or to refuse a product for any reason.**