



## **Made4aid donation guidance.**

Thank you so much for considering giving an item to made4aid. Please see the made4aid website for an overview of the process, information about suitable items for donation and our Terms and Conditions.

### **HOW TO DONATE AN ITEM:**

We want to make the process as clear, simple and understandable as possible for all of us, and it will help us if you can take note of the following when you send details of your donated item. If you are not used to selling your work/selling online, it may take a while to get your head around the information we need – but it does get easier with time, and I am here to help!

So - when you want to donate an item, please email [made4aid@yahoo.co.uk](mailto:made4aid@yahoo.co.uk), and send me:

#### **1. A description of the item**

1. What you would call or name your item, in the 'Item Title'
2. All relevant details including:
  - size/dimensions; materials used; care details ; anything else buyers may need to know.
  - Some details of how/when it was made, and/or about you are nice if possible.

**2. Cost:** how much would you like us to ask for this item? (I can suggest a price if needed).

#### **3. Photographs:**

Good photos are really important and do help items sell. We can use up to 10 photographs, please send at least 5. Its best to take your photos in good natural light (not in direct sunlight) and one or two from a distance, as well some close up. Depending on the item, it is good to see it as it might be used – eg. a bag sitting on a chair, or hanging somewhere; earrings hanging somewhere (on the edge of a glass?); an item of clothing on a hanger or on a dummy; a picture sitting on a shelf or table. Taking a photo with your item alongside other objects is good to gives a clear idea of size. If relevant please take photos showing it from the back / other angles and any particular details. Make sure your photos look clear not blurry, when viewed up close.

Send photos in as large a file size as possible, at least 2 MB, up to maximum 8 MB. (If you want to, you could even send a quick video as well - up to 15 seconds. Etsy removes any sound.)

#### **3. Information about you (or about your item, if it is vintage):**

We need to list you as a member of the shop while your donated item is listed, and we can also include your website/Etsy//Instagram/blog details if you would like us to. We will use your name or first name only (as a default) – but can use an alternative if you prefer, just let us know please how you want us to refer to you.

#### **5. Shipping:**

We can charge shipping on your item, so long as you have a Paypal account for us to use to reimburse you, after your item is shipped to the buyer. Please let us have shipping details for all the regions/countries you can ship to and we need to know where you are shipping from. It is fine to list something for sale only in one country or region. We also need to know how quickly you are likely to be able to ship your item, once it is bought - eg. 1-3 days, 3-5 days, or longer. Once we know where you are located and where you will ship to, we may need a little more information, and will email you about this. If you want to include shipping costs as part of your donation, your item can be listed as Free Shipping.



## WHEN/IF YOUR ITEM SELLS

Etsy is a huge marketplace and it can sometimes be hard to get noticed. I will promote your item on Instagram and Facebook, and would encourage you to share the link yourself on social media or with friends.

### When your item is bought and paid for:

1. We will email you with the buyer's details, and would ask you to ship within 5 working days if you can please (if it will take longer that's fine, just let us know so that it can go into the item description).
2. Please email us to let us know when the item is shipped with an estimate of when it might be expected to arrive - we will need to send a dispatch notification to the buyer.
3. Please be prepared to package securely and choose a fast and safe shipping method.
4. Please keep your proof of shipping so that you can reclaim the item cost, should the worst happen.
5. Email us to confirm the cost of shipping, and give us your paypal details so that we can refund you the cost of shipping (unless you are paying this yourself as part of your giving). Please note that paypal charges will be deducted from our shipping refund payment.
6. Our returns information is specified in the Etsy shop policies section – do please check you are happy with these policies in relation to your donation.

### If your item doesn't sell:

Etsy listings are normally for 4 months. If your item is unsold after a couple of months, we may contact you to see if you are happy for us to reduce the price. If it is unsold after the 4 months, we will be in contact to see if you want to relist it, or withdraw it. Some items are sold only after being re-listed a few times – listing costs just \$20 (US), so renewing a listing is not usually a problem – but of course, the decision is yours.

If you want to donate a percentage of the selling price, rather than the total cost, please contact us. We understand that many artists and crafters find it hard to make a living from their work and may want to give something but also need to cover their costs – we will try and find a way to make this work, so please email us at [made4aid@yahoo.co.uk](mailto:made4aid@yahoo.co.uk)

## FINAL THING TO PLEASE NOTE

If you have suggestions to make about the way we are operating, or questions – do please let us know, we welcome your feedback and want to keep improving our methods for donations and for buyers. It is important to be clear and avoid confusion from the outset – if any of this doesn't make sense to you, please let us know: [made4aid@yahoo.co.uk](mailto:made4aid@yahoo.co.uk)

THANK YOU FOR YOUR INTEREST IN MADE4AID

## Contact

Please email if you have any queries or need any help at all: [made4aid@yahoo.co.uk](mailto:made4aid@yahoo.co.uk)  
You can also follow made4aid and contact me via facebook and/or Instagram.