



## Made4aid donation guidance.

Thank you so much for considering donating to made4aid. Please see the made4aid website for an overview of the process, information about suitable items for donation and our Terms and Conditions, and see our blog for guidance about copyright and trademarks: [http://tiny.cc/m4a\\_Cr\\_TM](http://tiny.cc/m4a_Cr_TM)

### HOW TO DONATE AN ITEM:

We want to make the process clear, simple and understandable - please 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 work through the information we need – but it does get easier with practice, and I am here to help! 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 need to know.

**2. Cost:** Suggested price / price-range (I can suggest a price if needed).

#### 3. Photographs:

Good photos are really important and help items sell. We can use up to 10 photographs, please send **at least 6**. Please take them in good natural light (not direct sun and do not use a flash).

Please send your photos as large a file size as possible, at least 2 MB, up to maximum 8 MB. You might need to send photos a couple at a time in more than one email.

I will need:

- At least one photo *taken from at least 2-3 feet away*, so the object takes up only half – or less – of the photo. Having a neutral, plain background in a light colour is helpful.
- One or two pictures of your item 'in context' – eg. on a table, shelf or wall for a picture, on a chair or hanging from a door for a bag, clothing on a hanger, jewellery hanging from a hook/tumbler. This is to show scale, and how it might look in use.
- Photos of the back / side / other angles as relevant, and - if donating fabric items - please iron them first, its surprising how little creases will show up in photos.
- There is no need to take very close-up pictures unless your items are very small – close-ups can often come out blurry, and I can edit to provide detailed close-ups if needed.

Do contact me if you need help with photos – it can take a bit of time, and we want to show your item off with photos that do it justice, thanks for your time helping with this (it gets quicker with practice!).

#### 4. 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 can also include website/Etsy/Instagram/blog details if you like. 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.

#### 5. Shipping:

We will charge shipping on your item, if you have a Paypal account for us to reimburse you, after your item is shipped. We need shipping details for all the regions/countries you want to 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. If we need more information we will email. If you want to pay shipping as part of your donation, your item can be listed as Free Shipping.



## **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 3-5 working days if you can please. If it will take longer for any reason, that's fine, but please let me know promptly so that I can notify the buyer.
2. Please:
  - be prepared to package securely and choose a fast and safe shipping method. We send any item over £20 (and some over £10) tracked / signed for.
  - email us to let us know when the item is shipped with the tracking number (if it is tracked) and an estimate of when it might be expected to arrive - we will need to send a dispatch notification to the buyer.
  - keep your proof of shipping or tracking details so that you can reclaim the item cost, if it gets lost on the way. If you're posting in the UK via Royal Mail, please get proof of posting from the Post Office and send us a photo of it, in case we need to claim.
  - 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.
3. 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 could reduce the price if you'd like. 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 cents (US), so renewing a listing is not usually a problem – but of course, the decision is yours.

If you want to donate part of the selling price, but not the total cost, please contact us. We understand that it is hard to make a living from handmade, and may you want to give something but also need to cover your 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)

***THANK YOU FOR YOUR SUPPORT FOR 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.

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)