

# BRASSY BIT

QUALITY USED TACK

## Saddle & Tack Consignment FAQs

### You've consigned your saddle, now what?

- Before your saddle is photographed and listed, it will be thoroughly inspected, cleaned, measured and researched if necessary. In the cases of unique saddles, custom saddles, or saddles that are serialized we will contact the builder or an expert (if necessary) so we best understand and present your saddle.
- Each saddle is professionally photographed then listed for sale across many sales platforms. You may see your saddle on the website before social media, as we do stage posts on SM to ensure as many eyes can see your saddle.
- Often, saddles go on trial or are sold before they were ever listed. Don't stress if you don't see your saddle. We will contact you once its sold!
- There may be a short delay between when you dropped off your saddle and when its listed. Often due to saddle volume or the need to clean your saddle. It will be listed timely.

### Pricing, Selling / Sales.

- You may see your saddle off SM or our website, then pop back up as available. When a saddle goes on trial, it is pulled from availability. That we, we avoid 'double selling'. We do not contact sellers when their saddles go on trial, as a trial does not guarantee a sale. If it comes back from trial, it is inspected and made available for purchase again.
- Depending on the information on your consignment contract, we will contact you accordingly with an offer. We will NOT run offensively low offers by you. We will run offers by you if lowest sales price was not included in contract.
- We will adjust pricing according to what you 'opted in' on your contract or upon your request.
- Once your saddle has sold, we will handle the full sales process to including packing, shipping, insurance, and payment. There may be a delay between when it was sold/pulled from our website and when you get paid. We pay out sales once the saddle is delivered to its new owner. We process payments to consignment clients once a week.

### Why isn't my saddle selling?!

- There is no rhyme or reason to what sells faster and when. We do our best to price accordingly to the active market, but we are also not willing to 'give' your saddle away either! Most saddles sell within 60 days, but the time of the year, economy, customizations, size, and type of the saddle all influence the length of time a saddle takes to sell. Show saddles often take the longest to sell.
- If you don't hear from us, that isn't a bad thing! That simply means we don't have any updates or offer to run by you. We have, on average, 300 active consignment clients at any given time so we will not contact you unless to verify payment info once your saddle has sold, with an offer, or with other follow up questions.
- Quarterly, we reevaluate the pricing on all of our consignment saddles and tack according to the current market. We will contact you if we suggest lowering/changing the price of your saddle.
- Sometimes, saddles hang around for a while and we understand that can be frustrating. Feel free to contact us with any price changes you'd like to make. We want your saddle to sell fast, too!
- Customer service through the whole process is important to us, but don't think our lack of contact means we don't care or forgot about you. We know your time is valuable, too!