



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 7
Item Shipping	Page 8
Travel Packages	Page 9
Pricing Travel Packages	Page 11
Pricing Jewelry	Page 12

# General Shop FAQs

## **Who is riskfreeitemshop.com?**

Riskfreeitemshop.com is an e-commerce platform established in 2020 that offers premium consignment travel packages, experiences, and jewelry for nonprofit fundraising. In partnership with leading digital auction platform providers, 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 allows nonprofits to quickly 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 for what sells at your event and keep the profit.

## **How do I know these are quality items from trusted providers?**

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?

1. Scroll to view items or filter by categories. To learn more about a package, click on the image or hyperlink to be directed to the product page.
2. To select an item, add it to your cart. You may continue shopping or proceed to checkout.
3. On the checkout page fill out the questions provided and click submit.
4. As soon as you complete the checkout process, you will be directed to the **Order Download Page** where you may click the link/s provided to download the marketing materials for your travel package/s. You will also receive an email confirmation of your shop order.
  - For jewelry, the item provider will reach out to you within 1 business day to confirm your request, provide the marketing materials, and arrange for advanced shipping to your venue, if desired.

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 (if available).

Learn about our item providers on pages 5 and 6 of this document.

## 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 travel packages as well as jewelry 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 14 years. Their team has extensive experience in the travel and hospitality sector, and their full-time travel services team is well-versed in travel destinations, having spent years meeting the expectations of seasoned travelers.



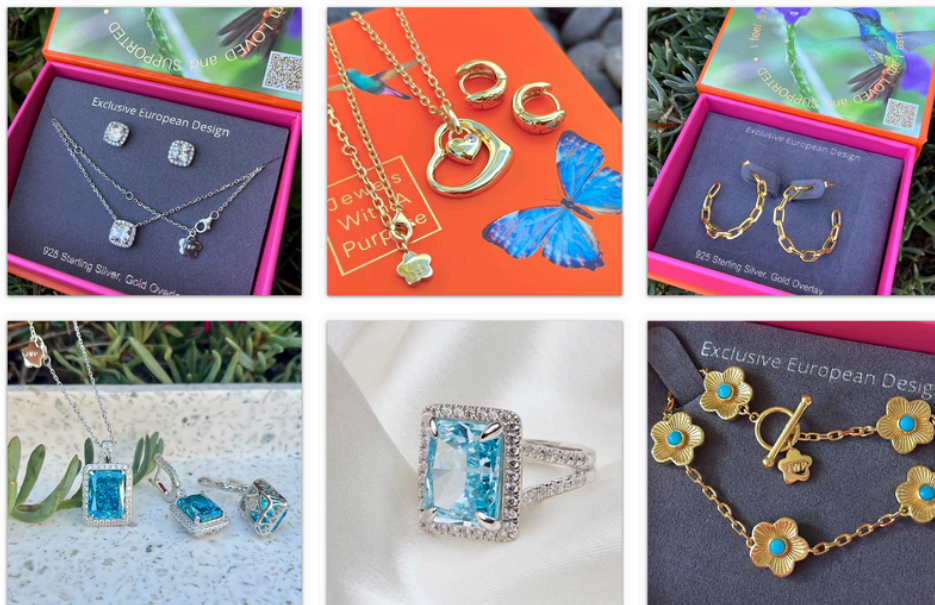
# Our Item Providers

Jewels  
With A  
Purpose

Discover the allure of Jewels With A Purpose, a brand synonymous with affordable luxury and philanthropy. For 20 years, they have been featured at charity auctions, fundraisers, and elegant galas across the United States, helping to raise millions of dollars for charity. Their exclusive, curated collections are designed in California by European founder and designer Eliza Friedman, who draws inspiration from elements of nature and couture houses in Europe.

Jewels With A Purpose features only the finest simulated diamonds, created gemstones, and genuine pearls, which are not only beautiful and elegant but also sustainably sourced and designed to last a lifetime.

Offered exclusively to the nonprofit community for fundraising events, their exquisite pieces are symbols of generosity and elegance, coveted by discerning jewelry aficionados and celebrities.



# 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 price. Remember to program your item or package at least 20% over the Cost Nonprofit price to build a profit margin for your organization or as directed by the item provider. This ensures that even if your package 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.

## **What forms of payment are available?**

You may pay the item provider by credit card or by check.

## **Whom should I contact for questions or support?**

- For help on the shop, email: [support@riskfreeitemshop.com](mailto:support@riskfreeitemshop.com).
- For questions on travel packages, email: [questions@auctionpackages.com](mailto:questions@auctionpackages.com)
- For questions on jewelry packages, email: [eliza@jewelswithapurpose.com](mailto:eliza@jewelswithapurpose.com)

# Item Shipping

## **I need to have jewelry items shipped to my event. When should I submit my order?**

To have jewelry shipped in advance, please submit your order 10 days before your event. PLEASE NOTE: 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?**

Jewels With A Purpose 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 is **also free and provided by Jewels With A Purpose**. They will work directly with you on the return shipping if needed.

## **Who pays for package/item distribution to winners at an online only event?**

- Our travel and vacation provider will email the travel vouchers to your winners and handle booking their travel packages or experiences.
- Jewelry is 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 another year to travel from the date they receive their redemption voucher.

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 packages 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.

## **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 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)

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 Jewelry

## **How should I price jewelry items:**

Jewels With A Purpose will send you the marketing materials for your package, including the wholesale price, suggested starting bid, bid increments 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. Additionally, advance emails to your donors can get them interested and excited about bidding at your event.

## **However, you ONLY pay for the items that sell.**

For unsold items, please return these to the item provider per their fundraising agreement. Return shipping is free.