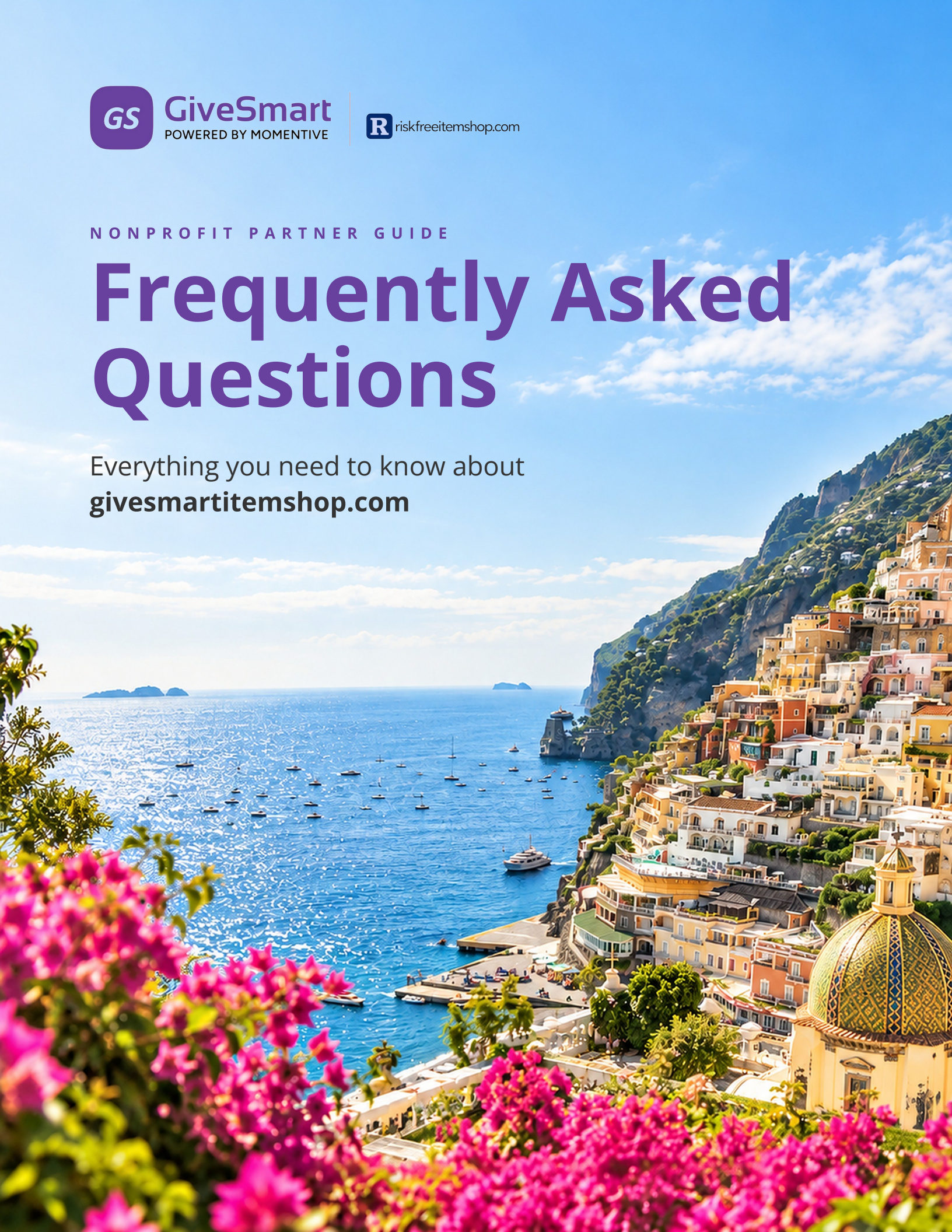
GiveSmart
POWERED BY MOMENTIVE

riskfreeitemshop.com

NONPROFIT PARTNER GUIDE

# Frequently Asked Questions

Everything you need to know about
**givesmartitemshop.com**



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# Table of Contents

Your quick guide to sourcing premium, risk-free auction items for your next fundraising event.


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01

# General Shop Questions

What the shop is, what it costs, and why nonprofits trust it to elevate their auctions.

IN THIS SECTION

- Who is riskfreeitemshop.com?
- Is there a cost to use the shop?
- How do I know these are quality items from trusted providers?
- What do we say to donors who think their purchase goes entirely to our charity?

SECTION 01

# General Shop Questions

## 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 GiveSmart, 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 language into the item description:

> SUGGESTED ITEM DESCRIPTION LANGUAGE
> *"This package is offered by a third party for the purpose of fundraising. Our organization will receive a portion of the sale proceeds."*




02

# Our Item Providers

Meet the experienced, trusted partners behind every travel package and jewelry piece in the shop.

IN THIS SECTION

- Auction Packages: premium travel and experience packages
- Jewels With A Purpose: affordable luxury jewelry for fundraising

SECTION 02

# Our Item Providers

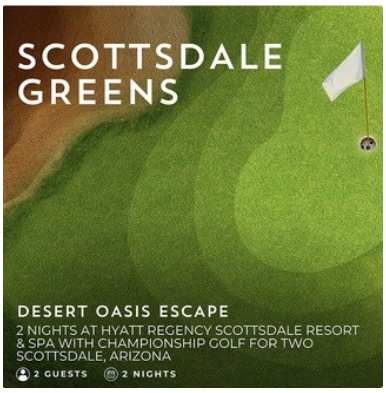
TRAVEL & EXPERIENCES

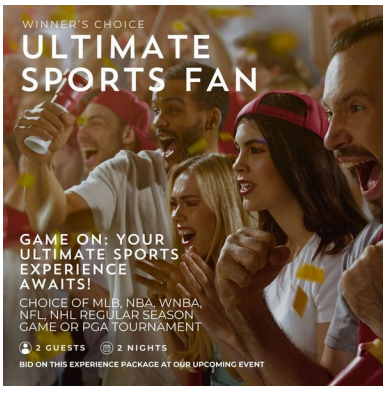
## Auction Packages

Auction Packages is a leading provider of consignment packages to charities for their auctions. Their experiences are journeys of discovery and adventure 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 with domestic and international selections.

Auction Packages has provided risk-free packages to nonprofit 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.



JEWELRY

## 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 the couture houses of 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.

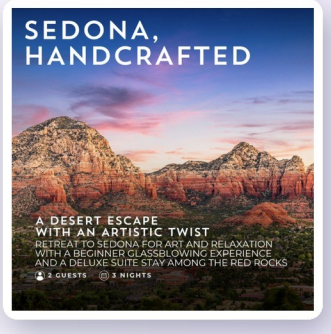

















03

# How to Use the Shop

From browsing to checkout to marketing materials, here is a step-by-step walkthrough.

IN THIS SECTION

- How do I use the shop?
- What's included in the marketing materials?
- Who works with me after I place an order?
- How many items can I select from the shop?
- How far in advance should we order?
- Can we change or cancel our order?

SECTION 03

# How to Use the Shop

## How do I use the shop?

1. **Browse.** Scroll to view items or filter by category. To learn more about a package, click the image or link to visit its product page.
2. **Add to cart.** To select an item, add it to your cart. You may continue shopping or proceed to checkout.
3. **Check out.** On the checkout page, fill out the questions provided and click submit.
4. **Download your materials.** As soon as you complete checkout, you will be directed to the **Order Download Page**, where you can download the marketing materials for your travel package(s). You will also receive an email confirmation of your shop order.

## What's included in the marketing materials?

**Travel packages:** After checkout, download the marketing materials to feature on your digital auction platform and at your auction table. Materials include:

- An item description
- Individual package images
- A one-minute promotional video
- Social media graphics
- Printable PDF posters

**Jewelry:** Jewels With A Purpose will contact you within 1 business day to confirm your order, email your marketing materials, and offer to ship your jewelry package to your event free of charge.

## Who works with me after I place an order?

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). You can read more about each provider in the Our Item Providers section.

## 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.

## How far in advance should we order?

**Travel packages** can be ordered right up until your event. Marketing materials are ready to download the moment you check out, so you can upload them to your auction platform and print flyers or posters for your auction table right away.

**Jewelry** that needs to be shipped to your event should be ordered at least 10 days in advance (see Item Shipping).

## Can we change or cancel our order?

Yes. Just let the item provider know. Contact information for each provider is in the Billing & Support section.



04

# Travel Packages

Booking windows, selling multiples, winner redemption, and what each package includes.

IN THIS SECTION


- What is the time frame for booking and using packages?
- Can packages be sold as multiples?
- Does Auction Packages contact our winners directly?
- Can winners modify their package after the event?
- Do packages include airfare?
- What if I want a different length of stay?
- What if a package is no longer available?

SECTION 04

# Travel Packages

## What is the time frame for booking and using the travel and experience packages?

Our packages allow the winner **one year to book and another year to travel** from the date they receive their redemption voucher.

For blackout dates, please see each package's product page. You will find terms and blackout dates 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 selling multiples increases net revenue mission dollars. Always sell the same package at the same price so that initial bidders do not feel 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?

Yes. Once payment is received, the Auction Packages travel services department reaches out to each winner and issues a redemption voucher with a specialized code **within one day**. When the winner is ready to book, they simply call a travel service specialist, 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.

## 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 or prefer a particular airline. And with up to two years to book and travel, flight prices would vary considerably.

We focus on offering nonprofits a wide variety of premier 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 check out as normal. An Auction Packages specialist will reach out to confirm your order within **1 business day**. At that time, you may ask whether the package offers any variations in accommodations. 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. In the rare event that it does happen, we will offer your donor a replacement package as close as possible to the original, or refund their money.



05

# Pricing Travel Packages

Set starting bids that protect your margin, build perceived value, and keep bidding active.

IN THIS SECTION

- How should I price travel and vacation packages?
- What is the Fair Market Value (FMV) of the travel packages?

SECTION 05

# 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**. A higher starting price raises the perceived value, increases interest in the item, and builds in a profit margin for you.

Once you select your travel package and check out, you will be directed to download a PDF that includes the Cost to Nonprofit price, the suggested starting bid, and the marketing materials to upload into your auction platform.

> **IMPORTANT**
> All pricing and starting bids **must be higher** than the listed Cost to Nonprofit price.

## What is the Fair Market Value (FMV) of the travel packages?

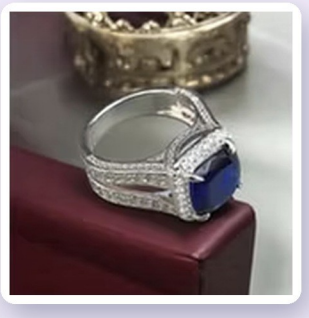
It is industry standard that providers do not offer a Fair Market Value on packages. They recommend that nonprofits list the package as "Priceless" at auction for several reasons:

1. Fluctuating seasonal travel costs over the booking period (typically the 1–2 years available to book the trip)
2. The additional perks offered with the package
3. The VIP concierge booking service provided with every package
4. The 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 once its FMV has been exceeded. That said, donors are also willing to pay more for a trip at auction in order to support their charity.

> **NEED GUIDANCE?**
> Set a time to consult with Auction Packages, the item provider, at **questions@auctionpackages.com**.






06

# Jewelry Packages

Pricing guidance, collection strategy, and what happens with pieces that don’t sell.

IN THIS SECTION

- How should I price jewelry items?
- What if I don’t sell everything in the jewelry fundraising package?

SECTION 06

# Jewelry Packages

## How should I price jewelry items?

Jewels With A Purpose will send you the marketing materials for your package, including:

- The wholesale price
- The suggested starting bid
- Bid increments
- 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 generate interest, excitement, and bidding. Advance emails to your donors can also get them interested and excited about bidding at your event.

GOOD TO KNOW

**You ONLY pay for the items that sell.**

Return any unsold items to Jewels With A Purpose per their fundraising agreement. See Item Shipping for return details.









07

# Item Shipping

Getting jewelry to your venue, returning unsold pieces, and delivering to winners at online events.

IN THIS SECTION

- When should I submit my order to have jewelry shipped to my event?
- Who pays for advance shipping and for returns?
- Who pays for distribution to winners at an online-only event?

SECTION 07

# 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 return shipping if needed.

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

- **Travel:** Auction Packages emails redemption vouchers directly to winners, so there is nothing to ship.
- **Jewelry:** Jewelry is shipped directly to winners at no charge.



# 08

# Billing & Support

How billing works after your event, how to pay, and exactly who to contact with questions.

IN THIS SECTION

- Who will bill me for items that sell at my event?
- When does our winner receive their travel voucher?
- What forms of payment are available?
- Is the winning bid tax-deductible?
- Whom should I contact for questions or support?

SECTION 08

# Billing & Support

### Who will bill me for items that sell at my fundraising event?

Each item provider will reach out to you **two business days** after your event concludes to see if any items or packages were sold. If items were sold, the provider will bill you the Cost to Nonprofit price. If no items were sold, no payment is due.

### When does our winner receive their travel voucher?

Auction Packages releases the travel voucher to your winner once your organization has paid the invoice. The voucher cannot be issued until payment is received, so we recommend paying promptly after your event.

### What forms of payment are available?

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

### Is the winning bid tax-deductible?

Please advise your donors to consult a tax advisor regarding the deductibility of their purchase.

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

| HELP WITH THE SHOP | TRAVEL PACKAGES | JEWELRY PACKAGES |
|---|---|---|
| support@riskfreeitemshop.com | questions@auctionpackages.com | eliza@jewelswithapurpose.com |



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# Raise more at every event.

Premium travel and jewelry packages for nonprofit fundraising, with no upfront cost and no risk.