

## Summary of Offer – Full Service Furniture Selling Service

ecochair.ch is pleased to provide the following service offer, which covers these activities:

- Initial session to review items, photography and measurement of all furniture items
- Pricing items
- Posting items online (writing text and uploading pictures) on one or more platforms (which may include the ecochair.ch website, facebook, tutti.ch, ricardo.ch, unimarkt.ch and others)
- Communicating with buyers and arranging viewings
- Hosting all viewings / pick-ups
- Handling purchase transactions
- Arranging for disposal of remaining items at the end of the contact (unless otherwise agreed)
- Up to three-month service period (starting from the initial session)

### Our fee structure

ecochair.ch service fee	CHF 250 (due at start)
Electrician to remove ceiling lights (optional)	CHF 110 (flat fee, deducted at end)
ecochair.ch commission 40%	Calculated per item

### Your profit

Item	Starting price	Month 1	Month 2	Week 9	Week 10	Last 2 weeks
		Your Cut				
Example: Dining table	175	105	79	53	26	0
Your total cut		105	79	53	26	0

You receive 60% of the sale of every item. The amount you receive will depend on how fast the items sell (the sooner they sell, the more you will receive). Note that items will likely be sold throughout the period. The price of the item is reduced over time:

Month 1 – 100%

Month 2 – 75%

Week 9 – 50%

Week 10 – 25%

Week 11/12 – 0

We use a sliding discount scale, where we systemically reduce the price. Therefore, if your items sell in the first month, you will receive a higher profit than if they sell in the third month. As our aim is to empty your home by your move-out date, we will set the price to 0 for any items remaining in the last two weeks. If there are still items left on your move-out date, we guarantee that we will dispose of them, unless you indicate that you would like to keep them. We estimate approximately 20 hours ecochair.ch effort for the photography, marketing, viewing and transaction costs. The CHF 250 is a flat service fee due on commencement of the contract, to cover the initial costs of photography and marketing. The balance of our costs (viewings, communication with potential buyers, disposal) will be made up by the 40% commission on each sale. This provides us with a strong incentive to sell your furniture for as much as possible.

## Frequently asked questions

### **There is only 2 months before I have to move out. Can you still help me?**

Yes, we can. In that case, we will create a table like the one above, but we will start marketing with the 'month 2' price, that is already discounted.

### **There is only 2 weeks before I have to move out. Can you still help me?**

Yes, but you won't receive any money for your furniture. Our sliding discount scale sets the last two weeks at a '0' cost, to ensure as much furniture as possible finds a new home. You will find our fees (CHF 250) reasonable compared to what you would be charged by a handyman/woman to take the items to the dump, but our service is good for the environment and helps people who need furniture, so we hope you'll choose us!

### **I have home appliances, televisions etc. that aren't compatible with where I am moving to. Can you help me sell these?**

No, unfortunately not. However, we can recommend third parties that may come pick them up from you.

**I have lots of little home deco items, small statues, plants, posters etc. Can you help me sell these?** In general, we don't help people sell home deco items. However, it is up to the ecochair representative doing the assessment to determine whether any of the deco items should be included in our offer. In general, we do sell lamps and mirrors.

### **I still need my furniture until my move out date, can I delay the pick-up of the items?**

We highly recommend you make all the items for pick-up as soon as possible. Delaying the pick-up can cause unnecessary stress close to your move out date, and can make it difficult to sell the items since the buyers are typically looking for something right away. Especially closets and couches should be offered for pick-up at the earliest possible date, as these items are in general difficult to sell. If you absolutely must keep for example your bed and dining room table until the end, then be prepared to accept a low price, or that they will be given away for free.

### **In my opinion, my furniture is worth more than the price you have set out in the offer. Can we make the price higher?**

Unfortunately, buying furniture is a lot like buying a new car – as soon as you drive it off the lot, it loses a big chunk of value. Furniture is only 'worth' as much as someone is willing to pay. Did you know that insurance companies amortize the price of furniture over 7 years? That means at the end of 7 years, insurance companies consider that furniture has *no value at all*. Of course, the reality is different, you are still likely to get some money for your stuff, but you need to think about how much people will pay for it, not how much it is worth. The prices we set are based on our experience of the local second-hand furniture market, and are normally around 20% of the new item purchase price (this varies by type – closets and couches are typically lower than this). The prices you see listed on buy and sell websites are often not representative of the actual selling price: some of these items never sell, or are heavily negotiated by the buyers.

If there are one or two items you feel very strongly should be priced higher, then please do ask us and we will consider it. Please bear in mind that the higher the price is, the longer it will take to sell. We knew a lady who wanted to sell a leather couch she purchased a few years ago for CHF 12,000. After 10 long months, she was lucky to sell it for CHF 850, after dropping her original price many times.

### **Does the price of the furniture include delivery to the buyers?**

No, but we are always happy to recommend an experienced transport provider, if a buyer asks.

### **How do I get my money?**

We will initiate an electronic funds transfer to you in CHF, within a week after the last furniture piece sells, or if it doesn't all sell, within a week after the last day of your contract (normally set a few days before your move-out date). We will provide you with a summary of which items sold at what price.

If you would like the funds transferred to a foreign currency account abroad, this can be arranged if you agree to cover any additional bank fees arising from this.

### **The closets need to be disassembled, will you help with this?**

Closet dis-assembly is not included in our service offering. Buyers must either take apart the closet themselves or hire handyman to do this for them. Taking apart a closet typically takes two people 1.5 – 2 hours, plus transport and another 1.5 to 2 hours re-assembly. We have experienced handymen that we work with that can offer this service to potential buyers. Using a professional handyman service can cost between CHF 500 – 700 per closet, which is the reason we start the closet price comparatively low.

### **I am travelling a lot for work and have limited availability to show the items to potential buyers. What are my options?**

No problem. You can provide us with a spare key to your home, and we can do the viewings without you. Alternatively, if you want to be present for the viewings and pick-ups, we will select a number of dates over the coming weeks and months which will block with you in the calendar (we will always be present at viewings). We reserve the right to refuse a contract if you do not have enough dates available, since we are dependent on the viewings for sales (and the commission from the sales to cover our costs).

### **What does it mean when you say the furniture will be 'disposed of'?**

Disposal may include arranging pick-up by local brockenhauses, purchasing 'sperrgut' stickers and placing the items on the curb for waste collection, or arranging for a third party to transport the items to the local waste centre. In rare cases we may bring it to our storage and continue to try to sell it, as a cost-recovery activity, however you would not receive any proceeds from sales after you service contract with us ends.

### **What is the electricians fee for?**

If you have hardwired ceiling lamps, this will appear as a fixed cost deducted from your final payment. We will arrange for an electrician to remove all ceiling fixtures listed in the furniture item table, as soon as a viewing for the first ceiling lamp has been arranged. Temporary fixtures will be affixed so that you will continue to have light.

### **My furniture has some damage to it, for example some stains and spills, paint chips, wobbly legs etc. Can I still sell it?**

Maybe. Our representative will assess whether your items are sellable during the initial visit. If the item can still fulfil its functional purpose, e.g. it won't fall over, and can still be used (without repair), then we will likely recommend what we consider a fair price. In some cases, our recommendation may be that we offer the item for free to buyers. Please be aware that selling stained soft furnishings (couches, mattresses, upholstered chairs) is almost impossible, and we may recommend disposal (e.g. 'sperrgut' stickers), which we will arrange for you.