

22 January 2020

FIRST COME, FIRST SERVED POLICY

- Items that are advertised online will be sold on a First Come, First Served bases.
- If a customer sends a message or calls regarding the advertised item and says they are on their way – this would constitute as a first come first served client and the client will have **One and a Half hours** to collect the item after making contact arranging their collection.
- Any client interested in the item after will automatically be placed **next in line**, their details are to be given to the Sales Rep and the sales rep is to contact the client after either:
 - A. The item is collected in the timeslot – to be informed it is sold OR
 - B. The item is available to the NIL (Next in line) customer.
- This policy will be binding on all advertised items.
- No additional holds will be placed for any items other than the FCFS policy

By order of management