



# SHOPPING ESTATE SALES 101



*Exclusive Tips on How to Have the Best  
Experience Shopping with Poof!*



## Benefits of Shopping Estate Sales

**Retail prices vs. resale prices** - Unbeatable prices are one of the best things about estate sales. You can often find items that are new-still in their boxes and still available at retail locations but for a fraction of the price. Pottery Barn sofas? Yes. Juicers? Yes. Designer clothing new with tags? Yes!

**Sustainable shopping** - Estate sales are treasure troves of gently used items that would otherwise be discarded and end up in landfills. By choosing to shop resale, you are also doing your part for the environment. Another added bonus is that you are no longer contributing to the fast fashion industry which causes a huge amount of pollution globally.

**Unique well-made items** - Products these days tend to be made with the cheapest materials possible to increase affordability for the merchant and supplier. When shopping estate sales you can not only find any style of furniture and household product typically made with sturdier longer lasting materials, but these items will also add a memorable and unique look to your home. They are better quality and are purchased for a lower and more affordable price than at any quality retail store.



## Estate Sale Basics

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**Finding a sale to attend** - When looking for estate sales in your area, we recommend Estatesales.net. Their website and their app allow you to type in the zip code in which you are looking to shop in return showing all of the estate sales within your local area. You can browse photos and plan your day according to which sales you would like to visit.

**Lining up with “street numbers”** - This process asks that the first customer who shows up to the home (whether they show up at 4am the night before or 9am the day of) brings a notepad, sticky notes, rally tickets, etc. to jot numbers down on. They will then pass these numbers out to each shopper who shows up after them. That first customer is considered number one - the first person who can enter the sale - and each customer who comes after them to grab a number applies it to the order in which they arrive.



**Haggling and price discounting** - Common practice in the estate sale industry is to discount on day two and day three of the estate sale. Considering the limited amount of time we have to liquidate a home, this price reduction allows the company to sell more in a short period of time for their client. While you may not find much wiggle room with most companies on the first day, we believe you should always share any offers you might have on items of interest in the off chance it may be accepted. We have an offer system built to work for you available at every sale. Lastly, keep in mind that the item you are interested in could remain in the home during one of the discount days and you might be able to snag it then. You can always text or email your offers and also ask us about availability of any item at any sale.

**No returns** - One of the most important things to remember when shopping estate sales is the lack of return policies. It can be rare to return an item once purchased due to the quick turnaround time of our industry so make sure to test and inspect your items before purchasing.

*At Poof! we do accept returns on electronics and are usually quite flexible.  
If you feel you are in need of a return, just let us know and will try our  
best to accommodate your request.*

## Estate Sales with Poof!

**Well-curated** - When our customers shop with us, it is our goal to ensure that what they came for was both easy to find and that their shopping experience as a whole was excellent. By curating our sales and grouping similar items together we are able to bring a retail feel to the resale world - and our sales stay fresh through to the last hour. You won't find that anywhere else in Metro Detroit.



***Tip:** We also take payment over the phone. If you see an item you like in our sale listings but can't make it during sale hours, we've got you covered. Call 248-955-3082*

**Price sharing and planning before you shop** - We believe that knowledge is power. The more you know about an item before you attend our sale, the more confident you can be in purchasing it. No matter the item, we will share pricing, condition and location in the home before we open the doors to the public so you can plan ahead of time.

**Excellent customer service** - We believe that excellent customer service should not stop at the door. Often companies do everything they can to get you to the sale but once you arrive they fall flat on treating you like the valued customer you are. Know that we appreciate every guest- a difference you can feel when you shop with us.



Here are a few ways we elevate the customer service you experience at our sales:

- **We have staff in each area of the home** - you can ask questions about the items you are interested in. We can also carry your items to our holding area for you and we provide you with any assistance you may need.
- **We help you carry your items to the car** - we know you can't always have someone there to help you, we've got you covered.
- **Our staff is trained** - this means they know the provenance of the items in each sale and they can provide you with additional information about each item.



## Poof's Online Experience

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While we built our reputation on in-person estate sales, we are excitedly working on Poof! Online Estate Sales! This is where we bring curated collections from each home to our customers, but through the online world. This gives everyone the opportunity to buy from the comfort of their office, couch, or even while out of town - being in-person is no longer required.



### JOIN OUR GROUP

Become a member of our Facebook Group

**@PoofOnlineEstateSales**

Be on the lookout for our event schedules in our Facebook group which will list the days and times of categories you can expect for each home we feature.

*Tailoring Estate Sales Like They  
Were Made Just for You*

**poofestateservices.com**  
**248.955.3082**