

## 17.22 Merchandise on Hold

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. that all merchandise is for sale until sold.

### Procedure:

In order to allow a customer the opportunity to secure funds for a purchase, the store manager or the Director of Retail may place an item on hold for up to one hour. Under no circumstances is merchandise to be held longer than one hour for a customer or shopping employee.

If a customer requests an item be held, the item should be placed behind the counter, if possible, and tagged. The tag should contain the following information:

- Customer name
- Customer phone number
- Date and time that the item was put on hold

Inform the customer the item will be returned to the sales floor after one hour. Items are never to be held overnight.