With an increasing interest in sustainability and corporate social responsibility, many organizations are paying more careful attention to their business practices including product liquidation. If you’re a retailer or manufacturer that currently partners with liquidators and brokers, or plans to, you may want to consider asking the following questions as part of your due diligence to make sure you find the right liquidation partner.

| **Questions for Liquidators & Brokers** | **Liquidator #1** | **Liquidator #2** | **The Charity Hub (TCH)**  **Liquidator for Good** |
| --- | --- | --- | --- |
| 1. How long have you been in the business? |  |  | TCH has been in business since 2021; however, our CEO & Founder and President have been involved in eCommerce and the liquidation/closeout business for over 20 years.  We have a team of liquidation specialists.  To learn more, visit <thecharityhub.com> and our [YouTube Channel](https://www.youtube.com/channel/UCn-dGiAGaS3tlUtCPx203cA). |
| 1. What makes you unique compared to other liquidators? |  |  | TCH competitive advantages include:   1. **Transparent:** Follows the same process as a regular liquidator but we are a Liquidator for Good. We donate 50% of our net profits back to a charity of our supplier’s choice. 2. **CSR/ESG:** our model helps divert goods from the landfill before their time and creates charitable funds supporting both Corporate Social Responsibility (CSR) AND Environmental, Social, and Governance (ESG) goals and backs it with an **Impact Scorecard** for reporting. 3. **Responsible:** If we can't sell something, we'll recycle it, donate it, or work with the supplier to find a feasible solution. The landfill is the LAST resort. 4. **Partner:** TCH team has decades of liquidation experience with a global network of buyers and logistics partners. Think of TCH as an extension of your external sales team and market information source. Let's partner to develop responsible liquidation strategies and do some good together! |
| 1. What product categories do you handle?    * New products    * Refurbished    * Customer-Returns |  |  | TCH handles:   * New Obsolete / Excess Inventory * Refurbished * Customer-Returns * Products from salvaged insurance claims |
| 1. If you handle customer returns, do you have the infrastructure to receive, sort, repackage and/or relabel and liquidate? (reverse logistics) |  |  | Yes  The Charity Hub can receive, sort, repackage and responsibly liquidate goods without negatively impacting your established sales channels. |
| 1. What products do you prefer? (e.g. apparel, electronics, tools, etc.) |  |  | TCH typically prefers: **no-cost, extremely low-cost, or consignment inventory** that suppliers have written-off or written-down and *want* to **liquidate for a cause**.  **YES, we DO buy product!**  TCH liquidates **most** consumer products found at: Walmart, Target, Superstore, Costco, Best Buy, Home Depot, etc.  **Including (but not limited to):**   * Brand name products * Tools * Small & Large Appliances * Apparel / Footwear – major brand names * Personal Health Products – face creams, cosmetics * Household Products – dishes, cutlery, cleaning supplies, décor, etc. * Small & Large Furniture * Computer hardware   [Contact us](https://www.thecharityhub.com/LetsConnect) and we’ll let you know if we can liquidate it! |
| 1. What products do you avoid? |  |  | * Food and beverage * Expired products / Used clothes * Low volume with <12 pallets of products (unless high value) |
| 1. How do professionally represent our products and brand in the marketplace? |  |  | Integrity is a key value at TCH.  We partner closely with our suppliers and act as an extension of your sales team.  We take the time to understand the marketplace you serve and present products professionally and ensure customer confidentiality. |
| 1. How do you ensure liquidation of these product(s) doesn’t dilute our brand or negatively impact our regular distribution channels? |  |  | TCH works closely with you to understand any geographic and/or retail distribution restrictions to avoid any regular distribution channels.  Once we understand those, then we will approach our approved global buyer network. |
| 1. Where do you sell to? (local, regional, national, international) |  |  | 90% of our business is based in North America; however, we are Canadian-based and have global experience.  Once we understand any distribution restrictions (channel, geography, etc.), we will only contact qualified buyers that are compliant.  Inventory could stay in-country or go around the world. |
| 1. What do you do with products you can’t find sell? |  |  | If TCH can't sell something, we'll recycle it, donate it, or work with the supplier to find a feasible solution.  TCH has recycling and charity partners. |
| 1. What are your sustainability practices? |  |  | Whenever possible we try to find buyers near the product(s) location to minimize emissions.  Once we understand any distribution restrictions (channel, geography, etc.), we will only contact qualified buyers that are compliant.  Inventory could stay in-country or go around the world. |
| 1. What kind of buyers do you work with? |  |  | TCH has an established network of global buyers that includes small and global retailers. |
| 1. Tell us about any corporate social responsibility and/or ESG initiatives. |  |  | TCH’s Triple Impact Liquidation Model diverts goods from the landfill and creates charitable donations for a suppliers-chosen charity.  Our **Impact Scorecard** highlights the weight of goods diverted from the landfill and charitable donation amount for suppliers to include in their CSR and ESG reporting. |
| 1. Is there a minimum quantity of inventory you prefer? |  |  | Ideally, TCH prefers full truckloads of products or 12+ pallets of product – either one product or a mix of products; however, if quantity is low but the product is high-value, we will consider it. [Contact us](https://www.thecharityhub.com/LetsConnect)! |