**When Pigs Fly Estate Sales**

**FAQ**

**What is an Estate Sale?** An Estate Sale /Tag Sale, is the liquidation of an estate’s contents. Our goal is to get maximum profits, while ensuring the estate is emptied. Not only do we handle furniture and household goods, we sell cars, boats, motorcycles, coins, gold, diamonds, motorhomes, guns and precious works of art. Each *Estate Event* is evaluated on its merit and handled as such. Our clients have different needs and we listen closely to create the best options.

**What does *When Pigs Fly Estate Sales* handle?** We handle all aspects of the liquidation including complete cleanouts if our clients select this option. Cleaning, staging, research, marketing, advertising, pricing, professional team, security and years of varied-experience are provided.

**Why would I have an Estate Sale?** Our clients have unique needs. If you are downsizing, combining households, moving to another home, moving to a retirement home, in foreclosure, divorcing, handling the estate of a loved one, or are a realtor / lawyer handling the estate of a client, we can help you liquidate the estate and get the most out of your things.

**Why not sell stuff on my own?** Our vast marketing, advertising, existing customer base and knowledge bring higher returns. Not only does our service bring larger profits, we are also handling a very time-consuming and most times, physically-difficult task.

**How is *When Pigs Fly* different from other companies?** We have been a trusted name in DFW for many years. Our experience, knowledge, staging, marketing, advertising and Auction services make us a full service option. We have won National Awards as Most Viewed Estate Sale and Estate Sale Company in TX and the US for the past 6 years.

**How do I find out when and where your Estate Sales are?** We advertise our sales on our website, Facebook, Instagram, on four different national-advertising sites, and local newspapers if applicable. In addition, we have custom yard signs placed in cities as allowed.

**Do you do auctions?** Yes, we are licensed by the State of Texas to auction your estate. Our years of experience give us the ability to determine if an Auction or Estate Sale is best suited to your needs. TX Lic 17501

**What happens to the left over items?**  We price fairly and as the days progress, our prices drop by percentages. Our goal is to have an empty estate at the end of the event. If not, then our clients have the option to donate or remove any unsold items themselves or contract us to handle the donation for a fee (this option is chosen by most clients as a convenience to them).

**What fees do you charge?** We have a minimum we charge to ensure our fees/costs are covered. On average, the estates we handle have a **resale value** of at least $15,000 to $20,000. This amount includes furniture, cars, gold, guns, etc. Our fees will depend on a few factors, so it’s best to visit with us on the phone first.

**How can I be sure you’re the company for me?** It is important to choose a company you feel comfortable with, has been in business for many years and listens to your unique situation. Sometimes we are not a fit and are happy to suggest a few options for you.

**What do I need to do to prepare for the Estate Sale?** You and your family should have already acknowledged the items you are keeping before we contract to handle the sale. These items should be removed or covered from site before we begin the sale prepping. If you are living in the home during the sale, we will go over our needs and also give you a “What to expect” letter outlining our needs. ***Please don’t throw anything away; you would be surprised by what sells.***

**Can we still live in the home during the sale?** Yes. However, it is not advised. When we begin each sale, we come in like a tornado. Every drawer, closet, dresser, box and such are opened, sorted and moved. While it is not advised to live in the home, there are circumstances where it is not an option for our clients to move out before. If this is the case, I go over the best solution for us both and see if this works. It is required on the days we are prepping the sale and actual sale days anyone living in the home is gone until we leave for the day. Any pets will need to be put in a safe place as well.

**Can our family attend the sale?** It is best the family does not attend the sale. The two main and most important reasons are that it can be very emotional for our clients and it will also lower our profits.

**What are my upfront costs to hire you?** We do not charge any upfront costs for most estates. However, if the estate requires a dumpster or special clean out labor/materials, we will discuss this in advance and decide if upfront monies are needed or if we will take the additional fees from the sale proceeds.

**How long is an Estate Sale?** Usually we conduct two to three day sales. The days of the week may vary as well as the hours we host the sale. If an estate is extremely large, we may do multiple weekends. We must begin most events a minimum of 2 weeks before the sale dates.

**What methods of payment do you accept?** We accept cash and credit/debit over $50. We do not accept checks or American Express.

**How do we get started?** A phone consultation is best to determine if we should move forward with an on-site meeting. Our phone conversation will determine if we have an opening date to assist, if the sale is of high enough value for us to handle and if we the estate sale process is a good option for you.

**Are you a consignment shop as well?** We consign individual items as well as larger quantities of higher valued items. Designer handbags, gold, automobiles, motorhomes, precious-stone jewelry, high value collections and guns are items we will privately or openly consign. Hermes, Prada, Chanel, Louis Vuitton are just a few designer names we assist with. These consignments may be added to an estate, sold online or offered to our select buyers.

**Do you offer referral fees? Yes!** Any referral that becomes an executed estate or high end consignment is sent a referral “Thank you”. The amount of the “Thank you” is based on the value of the estate or consignment. If you have referred someone to us, please email us with the name of the person.

1-2018