

## Cochran's Ski & Ride Sale 2020

### Frequently Asked Questions

Consign online: Oct 23 - 29  
Shop online: Oct 31 - Nov 4  
Drop Off sold consignment items: Nov 7 - 8  
Pick Up purchases: Nov 13 - 15

Can't find your answer here? Email us at [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com)

### Consignors

#### **I want to consign stuff, but I've never done it before, how do I get started?**

It's never been easier to Consign your gently used equipment and winter wear at Cochran's Ski & Ride Sale! Check out our Tips for Easy Consignment to get started.

#### **When will I be paid?**

We'll mail a check to you after purchases have been completed, on or by November 23. Be sure the address you enter on the consignment is the correct address for your mailed check.

#### **How do I know how much my stuff is worth?**

Check out our [pricing guide!](#)

We encourage you to price your gear to sell, and consider that buyers won't be able to try on boots and clothing - a good price can make the difference.

#### **What if I can't find a time to schedule drop-off for my sold equipment?**

You'll get an email on Nov 5 telling you which of your items sold, with a link to our signup genius to schedule your drop-off time. *If you know you won't be available Nov 7-8, 8am-8pm, please don't consign.* But emergencies can happen, so if you are stuck, send us an email at [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com), we'll try to help.

#### **Can I schedule one drop-off time for everyone in my family?**

Yes you can! The easiest way to do this is to have everyone in your family use the same email address to login for consignment. You can add more items any time until consignment closes, on Oct 29 at midnight. On Nov 5, you'll get an email to tell you which items sold, with instructions to schedule your drop-off time. Or if you are each using separate email addresses, look for time slots that fit your needs. There will be about 5 time slots available each 30 minutes.

#### **Will there be bathrooms available at drop-off?**

No, please take care of that business at home. Arrive on time, and we'll work quickly to get you on your way in a jiffy.

**I have some stuff I want to donate, and don't want to bother with your consignment process. Can I just drop it off somewhere?**

Thanks for offering to donate your goodies! We've made the consignment process as easy as we can - you can choose to donate the sold value of your item when you consign online. We are all volunteers, and we don't have a way to store anything that doesn't sell, so please don't just drop stuff off. But there are always exceptions, and if your offer might be exceptional, please email us at [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com)

**Can I consign my old helmet?**

No, we don't accept used helmets. Skiers and Riders should wear new helmets to be sure that there isn't invisible damage that might prevent the helmet from offering maximum protection in the event of impact.

**What else can't I consign?**

We accept contemporary winter sports gear and winter outerwear in good condition. That's a pretty broad category! We don't accept sneakers, running shoes, tennis rackets, horse blankets, tuxedos, wiffle bats... All consigned equipment must be in good condition. It should be worth at least our minimum price of \$10.

**I've registered a few items for consignment but realize that I made a mistake in the description of one of them. What should I do?**

You will receive a confirmation email after you complete your consignment uploads, with a link to update your consignment. (If you don't see that email please check your spam filters.) Click the link to edit and update your item details.

**How can I change the pictures I uploaded?**

You can edit the pictures before or after you save your consignment entry. Follow the link in your confirmation email - you can add, change and delete photos at any time.

**I have a pair of ski boots that I want to consign, but I don't know what size they are (the sticker is worn off). How do I figure out what size they are?**

Sizes are marked in multiple places on boots. There may be a sticker on the outside of the shell, showing the actual size, but this can become unreadable quickly. There may also be markings on the inside of the shell, on the insole, and on the outside of the liner. Bear in mind that manufacturers can reduce the size of the shell by using smaller insoles and multiple liner sizes, so typically the liner is the most reliable. Example: small kids boots with shell stamped 155-165, insole stamped 145, liner printed 145 would be a size 14.5.

**I want to consign my skis but don't know their size. How are they measured?**

Skis are measured from tip to tail, in centimeters. Also, they are often labeled somewhere on the ski, usually on the tail. Pro tip: most manufacturers measure prior to pressing the skis, so your measurement may be 1-3 cm shorter than the manufacturer's size.

### **I just uploaded some gear for consignment, when can I see how it in the store?**

After consignment closes, Oct 29 at midnight, we will move everything to the [shopping](#) area of our website, where you will find everything as soon as shopping opens on Saturday, Oct. 31. If you want to see a sample of how your items will look, check out our [Consignment Tips](#).

## **Shoppers**

### **I'm brand new to skiing, what do I need?**

Well, hooray! Whether you're choosing alpine (downhill) or Nordic (cross-country), start with skis, bindings and boots. Many of our consigned skis include bindings, and a local shop like Ski & Snowboard Express in Richmond can adjust the bindings to match your boots. Check out our [fit guide](#), and chat with us during the sale (Chat hours 5-9pm) for more recommendations. A helmet is highly recommended. Goggles will protect your eyes and upper face, and make sure they fit snugly against your helmet. Poles are optional, but handy in lift lines.

### **What if I can't find a time to schedule a pick-up of my purchases?**

When you purchase an item, you'll get an email with a link to our signup genius to schedule your pick-up time. Options include Friday, Nov 13, 5-9pm, and Saturday and Sunday, Nov 14-15, 8am-8pm. If you know you won't be able to pick up your purchases at any of those times, please email us at [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com), we'll try to help, but if we can't work it out, we may have to cancel your purchase.

### **When can I try on boots (or clothing)?**

Our online sale is designed to limit contact, so it's not possible to try items on this year. If you have questions about how an item might fit, you can chat with an expert during the sale, 5-9pm, or send an email with your questions, [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com).

### **What if I don't like what I bought online when I pick it up?**

All sales are final, so refunds will only be issued if an item wasn't accurately represented online. Once you take the item home, it can't be returned, so please check everything carefully at pick up!

### **I don't know much about skis and I want to buy something cheap. How do I know it's going to be OK and I won't have any nasty surprises when I start trying to ski on them?**

During consignment, our Quality Assurance team will review item descriptions and photos for accuracy. Buyers can Chat with our experts during sale days, 5-9pm for reassurances. We'll do our best to help you make a satisfying purchase!

### **Someone is selling some really nice looking skis for \$20, is there something wrong with them?**

You will find amazing deals at Cochran's Ski Sale! People price things low so they won't have to keep them, or they want to make someone really happy, or both. Buy it, before someone else finds it!

### **Can I be sure the bindings are indemnified?**

Big word! Manufacturers provide a list each season of their bindings that are considered too old for service for safety reasons; bindings that are new enough for safe use and service are *indemnified*. If you bring non-indemnified bindings to a ski shop for service, they will tell you they can't work on them (and you should buy new bindings). If you have questions about the age of bindings on our site, you can get in touch with our Chat experts (5-9pm during sale days) or email us at [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com).

*Buyer assumes responsibility for having bindings adjusted and tested with boots with a qualified service technician. Cochran's Ski Club is not responsible for verifying indemnified bindings or safe working condition of any gear we sell.*

### **Kids grow so fast, is it better to buy skis that are a little longer? Or exactly the right size (and may end up a bit short by the end of the season?)**

Another good question. A lot depends on your kids' ability and ambition. Beginners will have a better sense of control with shorter skis and snug boots; kids who are ready to launch on the blues and blacks may be happier starting with sizes they will grow into in January. We recommend you choose the right fit for the beginning of the season, because we can't predict the way a kid will grow, in size and ability.

### **How do I know what size to get?**

If you're buying recreational alpine skis for a kid just starting, choose a length that comes up to your kid's face, somewhere around the chin, nose or eyes. Generally, shorter skis and snug boots will give better control for a beginner. You can also ask for advice from our Chat team during sale days, 5-9pm, and check out our [fit guides](#).

### **My kid is new to alpine racing - what will they need?**

Talk to your coach for equipment recommendations. Here's a starter list for U8-10-12 racers:

A U8-U10 racer can start with a single pair of all mountain skis (not twin tips) that could be used for any of the race disciplines (slalom, panel slalom and giant slalom). A U12 should find out if the coach recommends separate GS and SL skis. Poles, boots that fit snugly for best control, and bindings that are appropriate to their size, skill level and ambition. For council races, hard-sided helmets are required. Goggles. Back protectors are not required, but you can usually pick them up at our Ski & Ride Sale, and it can be a magical "you're a racer now" piece of equipment. Make sure your kid has a boot & helmet bag so they can carry their own gear. Speed suits/GS suits are not required until U14 in the Northern Vermont Council.

### **Will I be able to buy gear from vendors or just consignors?**

Some of our favorite Ski Sale vendors are posting new equipment for sale online at great prices. Their equipment is mixed in with the consigned gear, and you can use the search features to find just what you're looking for by equipment type, size and price.

### **Is my credit card and personal information secure?**

Cochran's Online Ski & Ride Sale uses the Wix ecommerce platform with SSL Secure Shopping, a highly reputable service for payment processing.

## **General**

### **Where can I buy a Cochran's Ski Area pass?**

You can buy passes online, here's the link: <https://cochranskiarea.com/fsp/>  
You can also sign up for lessons and other programs at [cochranskiarea.com](https://cochranskiarea.com).

### **Why do you do this Ski & Ride Sale?**

We believe everyone should have access to affordable gear for an active winter. Ski Club families staff the entire sale to fulfill this mission as well as our club's mission to keep alpine racing affordable. We use the proceeds to fund our club and to make a contribution to Cochran's Ski Area to maintain its operation.

### **Who created this amazing program for your online Ski & Ride Sale?**

We've had a team of volunteers working on this program since last summer. They are dedicated, generous and competent members of Cochran's Ski Club and we are very grateful for their time and energy. They built the consignment software from scratch and connected it seamlessly with a Wix sale platform. We plan to use some of these innovations to upgrade the consignors' experience at future Cochran's Ski & Ride Sales.

### **Who runs Cochran's Ski Sale?**

We're all volunteers: active members of Cochran's Ski Club, alumni and friends.

### **What is Cochran's Ski Club?**

Cochran's Ski Club is a non-profit organization associated with Cochran's Ski Area. Our mission is to provide families with a supportive community dedicated to the affordable pursuit of alpine ski racing and a lifelong love of skiing. Learn more at [cochranskiclub.com](https://cochranskiclub.com)

### **Will you keep doing online ski sales in the future?**

Next year, we want to be back to our in-person format, using our new consignment technology to make the Sale better than ever. Save the dates! *Cochran's Ski & Ride Sale 2021 on November 5-6-7*

### **How can I help spread the word about Cochran's Ski & Ride Sale?**

Tell all your friends! Share our posts and updates through your personal networks. Follow us on Facebook [www.facebook.com/cochranskisale](https://www.facebook.com/cochranskisale) and share those posts, too.

**What COVID safety measures will you have in place for drop-off and pick-up?**

Cochran's Ski Sale will follow all current VT Agency of Health Guidelines. Everyone will be required to wear a mask at Cochran's Ski Sale. Consignors and Buyers must schedule their drop-off and pick-up times in advance to manage crowds and support contact tracing if necessary. Health screening is required for all of our volunteers. We want to help make sure everyone has a safe and fun winter!

**I have a question you didn't cover here, who can I call?**

You can email us anytime at [skisale@cochranskiclub.com](mailto:skisale@cochranskiclub.com). We don't have a phone number, but we check our email way too often.

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