Farmer, Margaret (ATG)

From: Farmer, Margaret (ATG)
Sent: Tuesday, June 19, 2012 4:23 PM
To: Dunbar, Kevin (ATG)
Cc: Plachy, Sue (ATG); Jernigan, Shanie (ATG)
Subject: June Records Retention - CPR Spokane/Tacoma

Hi Kevin,

Please see the attached chart.

If anyone has questions, let me know. Thanks!

2012-06.xlsx

Margaret Farmer

Paralegal
Consumer Protection-Seattle
(206) 389-2521
Margaretf@atg.wa.gov

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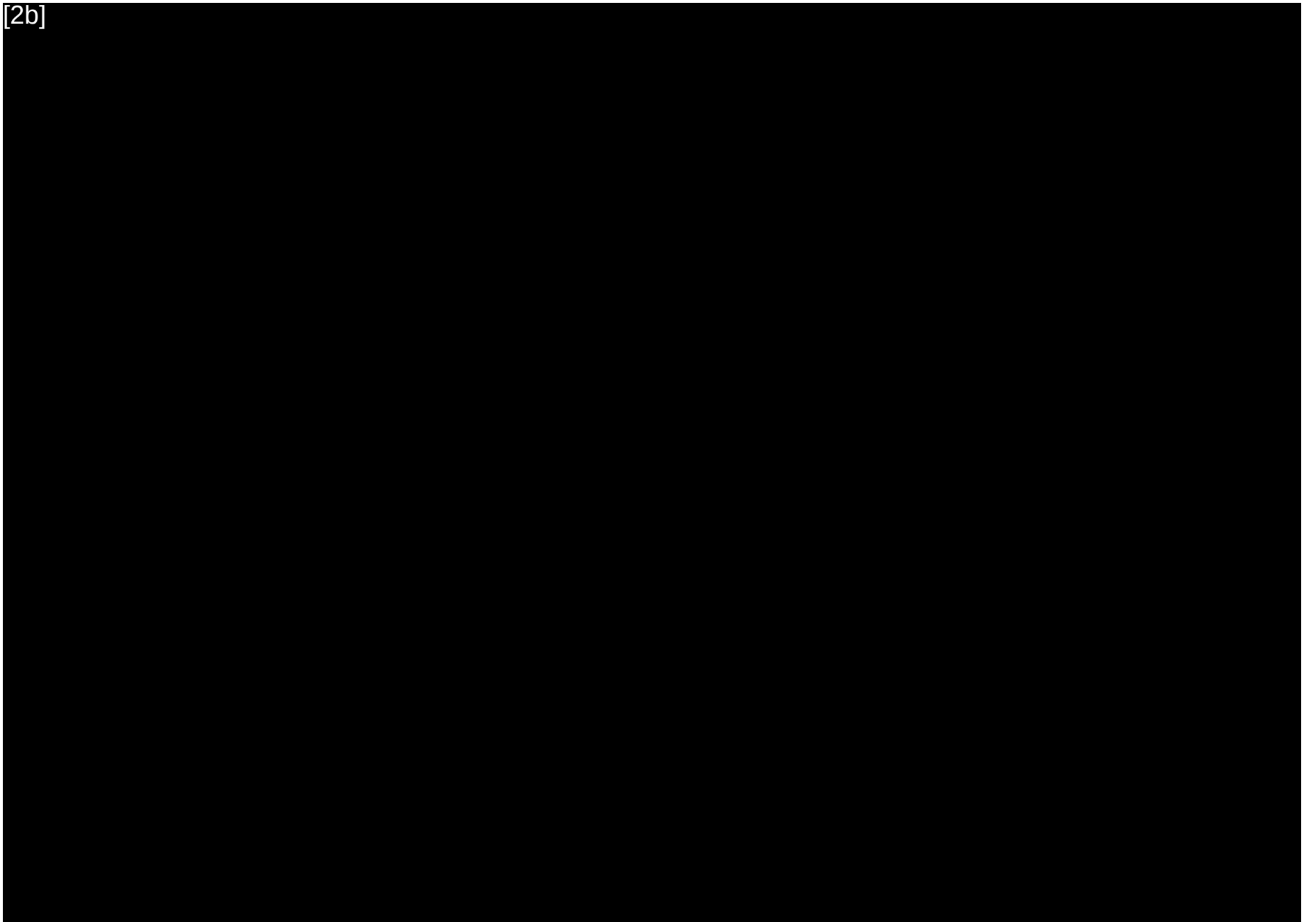
[2b]

[2b]

[redacted]

10304400	***TVI, Inc. or Savers, Inc. or Value Village Woodinville Athletic Club & Burlington Athletic***	***General***	***6/28/2006***	***Tacoma***	***10281572***	***Destroy at Records Center***

[2b]

[redacted]

Clemmons, Brooks (ATG)

From: Zurlini, Jack (ATG)
Sent: Monday, November 17, 2008 3:30 PM
To: Plachy, Sue (ATG)
Subject: FW: Aging and Long Term Care meeting, Friday, Nov. 21
Attachments: PMC08-41.doc

Jack G. Zurlini, Jr.
Assistant Attorney General
Consumer Protection Division
1116 W. Riverside Ave.
Spokane, WA 99201
(509)456-3123

From: Beamer, Nick
Sent: Monday, November 17, 2008 3:31 PM
To: Zurlini, Jack (ATG)
Subject: RE: Aging and Long Term Care meeting, Friday, Nov. 21

[2b] [redacted]

From: Zurlini, Jack (ATG)
Sent: Monday, November 17, 2008 2:42 PM
To: Beamer, Nick
Cc: Ehr, Russell; Plachy, Sue (ATG)
Subject: [2b] [redacted]

[2b] [redacted]

Jack G. Zurlini, Jr.
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From: Beamer, Nick
Sent: Friday, November 14, 2008 5:15 PM
To: Zurlini, Jack (ATG)
Cc: Ehr, Russell
Subject: [redacted]

[2b] [redacted]

From: Zurlini, Jack (ATG)
Sent: Friday, November 14, 2008 3:37 PM
To: Beamer, Nick
Subject: RE: Aging and Long Term Care meeting, Friday, Nov. 21

[2b] [redacted]

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From: Beamer, Nick
Sent: Friday, November 14, 2008 1:12 PM
To: Zurlini, Jack (ATG)
Subject: Aging and Long Term Care meeting, Friday, Nov. 21

[2b] [redacted]

Nick Beamer
Executive Director
509-458-2509
e-mail: Beamen@dshs.wa.gov

AGING & LONG TERM CARE
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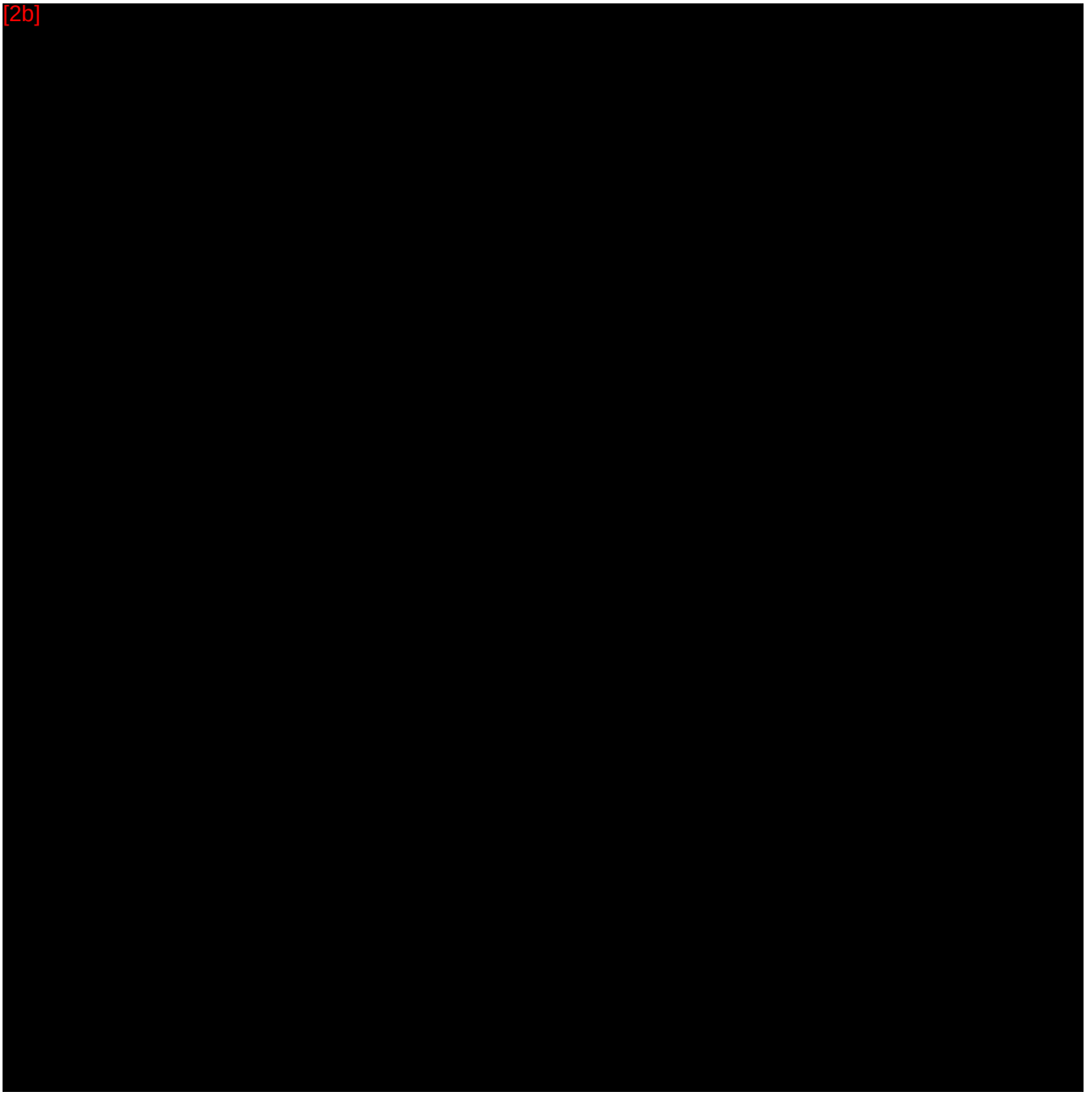
[2b]



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[2b]

Clemmons, Brooks (ATG)

From: Zurlini, Jack (ATG)
Sent: Friday, October 17, 2008 8:50 AM
To: 'William Sarsfield'
Subject: RE: Hedge funds in grip of vicious selling cycle - - - WSIB ? (sarsfield)

[2b] [redacted]

Jack G. Zurlini, Jr.
Assistant Attorney General
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(509)456-3123

From: William Sarsfield [mailto:william_sarsfield@hotmail.com]
Sent: Friday, October 17, 2008 7:30 AM
To: Zurlini, Jack (ATG)
Subject: Hedge funds in grip of vicious selling cycle - - - WSIB ? (sarsfield)

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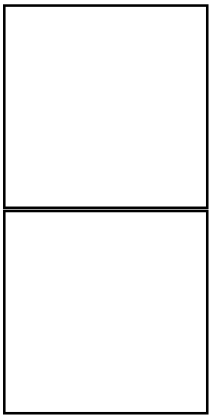

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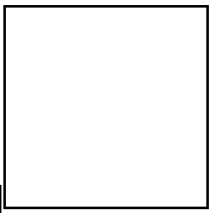
Search News in the FT.com siteSearch[ ] 

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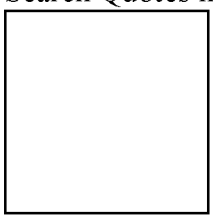

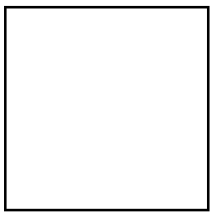

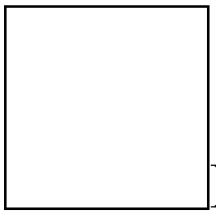

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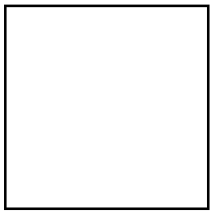

Hedge funds in grip of vicious selling cycle

By Henny Sender

Published: October 16 2008 22:55 | Last updated: October 16 2008 22:55

Troubles mounted for some of the world's biggest hedge funds on Thursday as Highland Capital Management told investors it was shutting down two of its funds and details emerged of big losses at TPG-Axon.

The problems in the sector have set in motion a vicious cycle in the markets as hedge funds sell holdings to return money to worried investors, triggering further price declines and prompting more withdrawals. Investors pulled at least $43bn from hedge funds in September, according to TrimTabs Investment Research.

"Unfortunately, selling has begat selling as risk reduction and unwinding create spillover pressure on other funds with overlapping holdings," Dinakar Singh, the founder of TPG-Axon said in a letter to investors at the end of September.

TPG-Axon – an affiliate of private equity firm TPG that had $16bn under management at its peak – told investors it was down 26 per cent through September of this year.

"The last quarter has been abysmal," Mr Singh said. "We clearly underestimated the potential damage to us from chaotic moves elsewhere."

Ken Griffin, founder of Citadel Investment Group, told investors in a letter that September was the worst month in its history and to expect more volatility.

Citadel, which has $18bn under management, estimated that its Kensington and Wellington funds were down 26-30 per cent during the first week of October.

Highland, one of the largest investors in the debt of companies owned by private equity, said it was closing two funds with $1.5bn in net asset value. Letters sent to investors in the funds say they plan to sell 40 per cent of their assets, mostly bank loans, in the next 12 months.

At the end of June, Highland, which is known for its aggressive tactics in dealing with corporate borrowers, had about $38bn in assets in debt funds. It continues to control three other hedge funds.

This week, Highland began trying to sell a portfolio of loans with a nominal value of $640m. Because Highland is such a big player in the market for loans and bonds of companies with high debt loans, its difficulties could send prices in such markets lower, putting pressure on other players.

"There are no assurances that the wind-down process will have a positive effect on the value of the portfolio or that further losses will be avoided," the Highland letters said.

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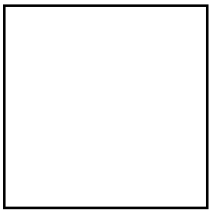

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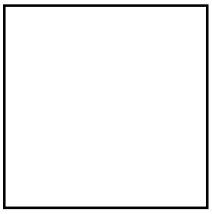

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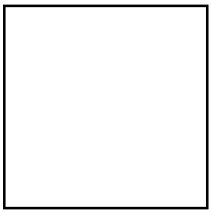

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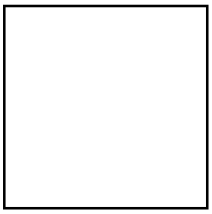

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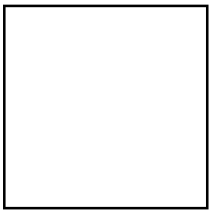

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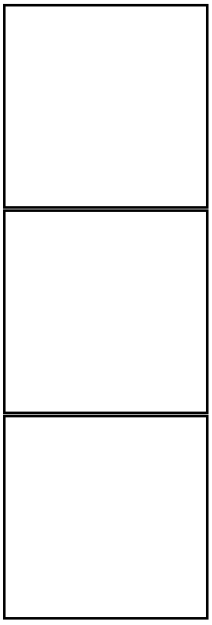

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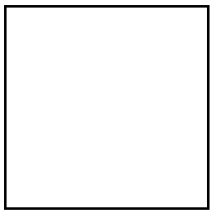

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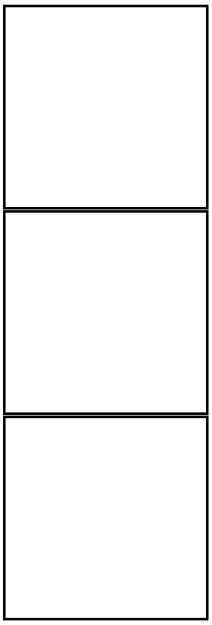
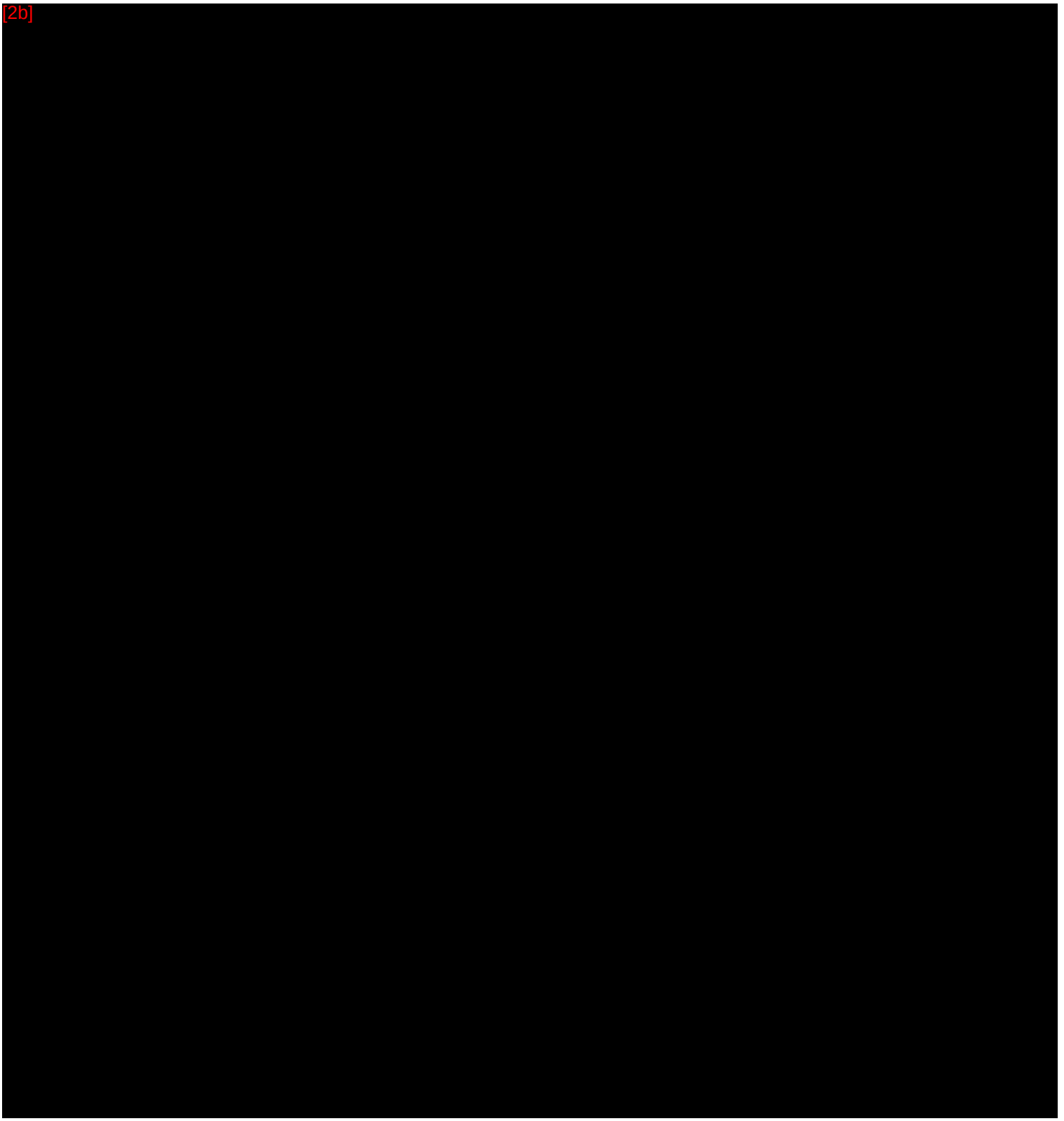


Clemmons, Brooks (ATG)

From: William Sarsfield [wm_sarsfield@yahoo.com]
Sent: Saturday, July 26, 2008 5:20 PM
To: Zurlini, Jack (ATG)
Cc: William Sarsfield
Subject: Washington State Investment Board (WSIB)

[2b]

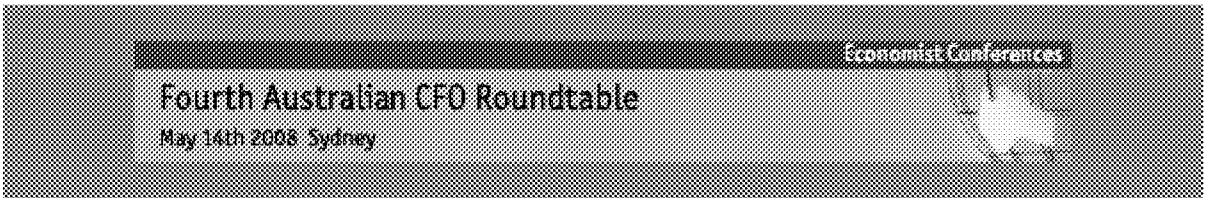


[2b]

(signed email) Wm. Sarsfield

Clemmons, Brooks (ATG)

From: William Sarsfield [william_sarsfield@hotmail.com]
Sent: Friday, April 11, 2008 10:00 AM
To: Zurlini, Jack (ATG)
Cc: wm_sarsfield@yahoo.com
Subject: Private equity Restoration - "Economist" FYI
Attachments: _pixid=99002077



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Restoration

Apr 10th 2008
From The Economist print edition

The kings of capitalism want their thrones back

SOVEREIGN-WEALTH funds did not do it. Joe Lewis, the billionaire investor who bet and lost on Bear Stearns, definitely did not do it. Will private-equity firms be any more successful at calling the end of the credit crunch?

They seem ready to do so. TPG, a large buy-out group, led the $7 billion injection of capital into Washington Mutual (WaMu), described in a related story. TPG is also among a trio of big-name private-equity firms (Apollo and Blackstone are the others) that are reportedly negotiating with Citigroup to snap up $12 billion-worth of leveraged loans that have been stuck on the bank's balance sheet since the credit markets froze. A deal may be announced when Citi reveals first-quarter results on April 18th.

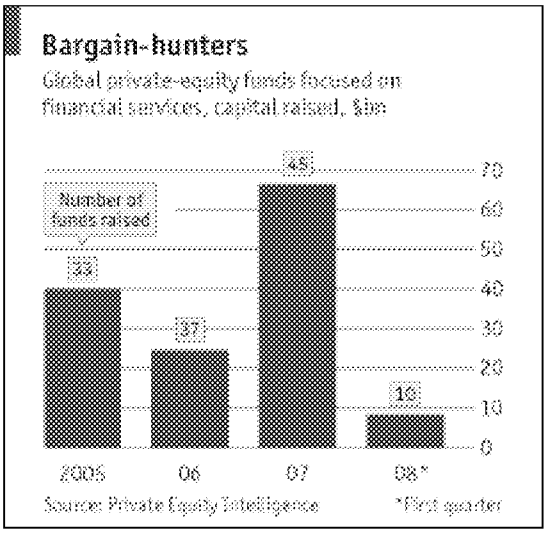
The transactions highlight two things. One is the changed environment in which private-equity firms are operating. Frothy markets, public-to-private deals and easy lending terms have given way to distressed prices and lesser degrees of leverage: TPG is using $2 billion of its own cash to take a minority stake in WaMu, which will remain firmly listed.

The other is that the industry still has lots of capital to put to work, no small matter in the current environment. Funds continue to flow in. The amount of money raised by America's private-equity funds in the first quarter of 2008 grew by 32% compared with the same period of 2007, according to data from *Private Equity Analyst*, a newsletter.

Distressed debt is one of the areas taking up the slack left by shrinking volumes of splashy leveraged buy-outs. Shrugging off the embarrassment of seeing one of its fixed-income funds blow up in March, Carlyle

Group this month closed a $1.4 billion fund to take advantage of bargain prices. Apollo, which has a long involvement in distressed debt, revealed plans on April 8th for an initial public offering.

Funds focused on the ailing financial sector have since last year attracted particularly large amounts of capital (see chart). That is a change. Banks are already highly leveraged, so they used to be considered less suitable for the traditional private-equity strategy of ladling on lots of debt. As borrowing has become more expensive, the accent on gearing up has softened. Buy-out types now talk enthusiastically of banks as being "pre-levered".



Buy-out firms have to bring more to the table than a keen eye for value, however. True, they can sometimes benefit from inside knowledge. The talks with Citigroup are thought to involve leveraged loans made to TPG, Apollo and Blackstone themselves. TPG's founder, David Bonderman, knows WaMu well, having already had one spell on the bank's board. It may even suit private-equity firms to buy the debt of companies that then default, in order to gain control of them cheaply. But picking the bottom of falling markets is something that investors can do for themselves without paying hefty fees.

With financial engineering a fading memory, the real value of private equity lies in improving the performance of portfolio companies. "As leverage multiples go down, operational improvements will drive a higher proportion of the industry's required returns," says Paul Mullins of Boston Consulting Group (BCG). Despite appearances, that shift in emphasis was well under way even before last summer. BCG analysed 32 companies that had been bought and sold by European private-equity firms before the crunch: more than half of the uptick in the value of these companies was due to higher sales and margins.

Whether private-equity firms can work this kind of magic in financial institutions remains uncertain, however. Regulators are jumpy about who runs banks: TPG has reportedly promised WaMu's supervisor that it will not use its holding to exercise control. That rather defeats the point.

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Clemmons, Brooks (ATG)

From: William Sarsfield [william_sarsfield@hotmail.com]
Sent: Monday, July 28, 2008 1:45 PM
To: Zurlini, Jack (ATG)
Cc: wm_sarsfield@yahoo.com
Subject: Pricing Private Equities

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THE DEAL: NEWS IN REVIEW

Decisions decisions

by David Carey, Vipal Monga and Vyvyan Tenorio
Updated 05:33 PM EST, Apr-22-2008

Private equity used to be a simpler business. Once predicated on the concept that management was better able outside the glare of the public markets and quarterly earning pressures to take struggling companies, remedy their problems and turn them out again, t business of leveraged buyouts has recently been turned on its ear. The culprit: mark-to-m accounting, which is now forcing private equity firms to struggle with many of the same pressures that beset public companies.

Take the recent markdown four private equity firms took on their combined $7.1 billion equity investment in **Freescale Semiconductor Inc**., which they acquired in December 2006 for $17.6 billion.

In 2007, Freescale's sales fell by 10%, to $5.7 billion, and its adjusted Ebitda dropped 18%, from $1.86 billio $1.53 billion. Despite the bad results, Freescale wound up generating $440 million in free cash flow last year it easily paid the $760 million of cash interest on its massive debt.

In the past, the LBO sponsors — **Blackstone Group LP**, **Carlyle Group**, **Permira Advisers LLP** and **TPG**

Capital — would have booked their stakes at cost simply because the company wasn't close to default. Not 2007. According to a source, Blackstone, Carlyle and TPG all took 15% write-downs, roughly in line with Freescale's decline in Ebitda. Permira, a London-based firm whose investments are denominated in euros, w fell marginally against the dollar last year, took a 16.6% markdown.

"It threatens what I consider the model of private equity," says Paul Levy, the head of New York middle-mark firm **JLL Partners Inc.** Still, he says, "we're following the rule."

Just now, the mark-to-market regimen is being imposed on the private equity industry, owing to a U.S. accou rule known as FAS 157, promulgated in 2006 by the Financial Accounting Standards Board.

Although the new standard is not to every leveraged buyout specialist's taste, some express qualified suppo "It's a pain," says one supporter, **Diamond Castle Holdings LLC**'s CEO Lawrence Schloss, alluding to the "hours and hours" his aides recently spent with accountants trying to set credible market values for the eight companies in Diamond Castle's portfolio, none of which trade publicly. "But the rule makes sense."

Whatever one's opinion, there's no debating the view of valuation specialist Lawrence Levine of the Chicago accounting firm **RSM McGladrey Inc.**, who says: "It's a sea change for private equity" that's having "a big im on how private equity firms vet their results and report their returns. It also stands to amplify firms' unrealized losses in 2008 if the market remains turbulent, even though buyout executives say it had relatively little impa their results in 2007.

The rule, which took effect Nov. 1, 2007 — just as the credit crunch was really settling in — swept aside buy firms' long-standing practice of carrying assets at original cost up until they sold them. The only exceptions traditionally were stakes in publicly traded companies, which usually were marked just below market value, a stakes in companies that were in default or had gone bankrupt, which were written down or off. Because the better-performing LBO houses kept the bulk of their holdings at cost, many of which plainly had jumped in va they habitually would undervalue their portfolios, often by a wide margin.

But now, owing to FAS 157, every private equity firm — along with hedge funds, banks, pension funds and e entity with an investment portfolio — must "fairly value" every single one of its investments, the criterion bein holding's likely current sale value. For those that don't trade publicly, buyout houses and their auditors must approximate the value as rigorously as they can, guided by the pricing of recent LBOs and valuations of "com or comparable public companies. While buyout firms do enjoy a certain degree of flexibility, most auditors sa they now require a robust and well-documented determination of fair value by their clients.

"There's reduced wiggle room," says one accounting officer at a private equity firm, noting that, in the past, h firm could — lacking an exit or bankruptcy — decide when and how it wanted to write something up or down the market must decide. "This has taken a lot of judgment away from accounting firms," the accounting office says.

Some of these calls are tough. As the banks have discovered recently, finding comparable benchmarks in sometimes illiquid and turbulent markets can produce valuations that may be well below or above what make sense. In transactions like that of Spanish-language television broadcaster **Univision Communications Inc** private equity owners had to decide to mark the asset down based on the price of the debt, which had been beaten down in a depressed market. In the past, debt selling that low suggested that the company was slidin toward default, even if that was not an accurate snapshot of the situation today. See related story: Valuing Univision in abnormal times

In recent weeks, private equity firms have spent many hours in the company of auditors, vetting investment values for their 2007 statements. The ensuing reports, many of which LBO firms' limited partners received in March, have afforded the firms' LPs a glimpse of a radical, unprecedented volatility in quarterly and annual investment results they can expect going forward.

To be sure, even huge losses aren't likely to lead to the sort of bloodletting and bailouts commercial and investment banks have recently suffered, simply because the vast majority of LBO firms and the investment they manage have debt-free balance sheets. Still, the new mark-to-market accounting regime is certain to discombobulate some LPs who had come to think of private equity as a bastion of steadiness. Under the old accounting convention, most of private equity's surprises were windfall gains, not unexpected write-downs.

"Now, with the new formula," says one large LP in private equity, "even between quarters, and especially wh you've got sectors under attack and public comparables come down, you could end up throwing a lot of volat in numbers."

And volatility, for a business considered relatively stable (at least until the exit), complicates the general partn relationship with the limited partner investors in their funds.

As one partner at a prominent buyout shop puts it, "It's always easier when you can tell a simple story about fund: When you write something up, things are good, and when you write it down, things are bad. But volatili not good for an investor from a story point of view. "

For the first time, LBO firms have started to write down assets they clearly would once have marked at cost, with Free–scale. Thus far, the write-downs have been modest.

New York private equity giant **Kohlberg Kravis Roberts & Co.**, for instance, wrote down a handful of holdin KKR Private Equity Investors LP, a portfolio of buyout investments that trades publicly on Amsterdam's Euro exchange. The markdowns, taken in last year's fourth quarter, resulted in $259.4 million of net unrealized los that dropped the fund's net asset value by 5.5%.

Whereas several of the knocked-down valuations involved public companies whose share prices have tumbl such as France's **PagesJaunes Groupe SA**, Germany's **ProSiebenSat.1 Media AG** and **Sun Microsystem Inc.**, some others did not. Among these were KKR PEI's write-downs for **NXP BV**, a Dutch semiconductor company similar to Freescale; **Capmark Financial Group Inc.**, a U.S. commercial real estate lender, and **A Teile-Unger Holding GmbH**, a German car parts and service-station chain.

Of the three nonpublic companies, only ATU, on which the fund recorded an 83% write-down, is in severe financial trouble. And in the same way that Freescale's backers undoubtedly would not have taken a write-do under the old accounting scheme, KKR also, presumably, would have left untouched its investments in NXP Capmark, neither of which is close to default.

Such departures from past practice point to the wider variability in reported performance that FAS 157 hence will bring about. When the economy is strong and markets are on the rise — as has been the case during mo the buyout industry's nearly 40-year history — the resulting boost to individual holdings and overall portfolio values will be reflected in the numbers much more quickly.

On the other hand, when the economy ails and equities are in the dumps, as they are today, the downside in on private equity results will also become evident sooner in reported results.

Whether these developments are good is hotly debated by private equity players. JLL's Levy, for one, believe that assigning hypothetical interim "market" values to nonpublic investments makes no sense for private equ given its focus on cash returns that can take years to cultivate and reap. For hedge funds, by contrast, Levy argues that FAS 157 makes perfect sense, considering that most hedge fund managers are paid performanc fees based in part on unrealized profits or losses. But private equity fund managers are paid incentives only realized gains.

What's more, Levy views FAS 157's implicit short-term focus as a potentially dangerous distraction from priva equity firms' time-tested strategy of improving the companies they own in an atmosphere purged of short-ter earnings pressures. Private equity's usual modus operandi, explains Levy, is to "go behind the curtain and d what you have to do to invest in the long term. You might be happy to have a bad quarter because you're tak step backward so you can lunge forward. All of that is thrown into question" by FAS 157, he says.

Moreover, Howard Marks, chairman of **Oaktree Capital Management LP**, recently assailed FAS 157 for mo than simply destabilizing the credit markets and abetting illiquidity. He also attacked it for endorsing an imper standard above alternative valuation methods that are equally flawed. " 'Cost' is objective but often out of dat and far from accurate," Marks said in a memo to Oaktree clients. " 'Lower-of-cost-or-market' is conservative b asymmetrical in its error. 'Market value' is contemporary but not always reliable," since it "requires subjective judgments and bakes in price fluctuations that may prove transitory."

LPs are also of two minds about the rule. Increased volatility certainly negates one of the attractions of privat

equity as an asset class that's historically been less volatile than the public market components of their fund portfolios. Many investors tend to rely on information provided by their general partners to report the net asse value of a fund portfolio. How they will react to the heightened volatility remains to be seen, but investors are braced for the ripple effects in both directions.

Particularly galling in their view is that LPs have to value private equity assets as though they were selling th today, which suggests a much bigger haircut than what an LP might otherwise realize those assets for. Accounting firms also struggle with audits of discounted values that may not necessarily be easily justified. "I never pleasant from an LP's standpoint that we're having to reflect those write-downs in assets that we have intention of selling at the moment," one disgruntled investor says.

On the other hand, mark-to-market accounting could help avoid the sharp disconnect between public and pri equities in a down cycle, as happened in 2001. As public market valuations fell and investors' overall portfoli shrank in size, LPs found themselves overallocated to private equity, since corresponding valuations hadn't down. Many had to divest holdings at a considerable loss in the secondary market or stopped investing in PE altogether.

Many pension funds and endowments in fact now buy and sell limited partnership stakes in the secondary m and need a reasonably precise idea of what those stakes are worth. Scott Sperling, co-president of **Thomas Lee Partners LP** in Boston, one of the country's largest buyout firms, says TH Lee Partners began conducti annual mark-to-market audits several years ago at the request of LPs who are active in the secondary marke

For 2007, despite some high-profile write-downs on deals like Freescale, NXP and ATU, nearly all the privat equity firms interviewed for this story said their audited results tended to preserve or even upgrade the carryi value of their portfolios. That, they said, was because they'd habitually booked so many holdings at below m that their write-ups outnumbered their write-downs for last year.

In 2008, however, the new accounting regime may trigger a wave of markdowns, judging solely by the public market's recent performance: From Jan. 1 through April 11 this year, the Standard & Poor's 500 index was d 9.2%. In 2007, by contrast, notwithstanding considerable market turbulence, the S&P 500 rose nearly 4%.

One old habit FAS 157 doesn't seem to have entirely quashed is that of valuing holdings conservatively. Eve though buyout firms now must mark to market, valuations of public comparables can vary widely.

And if, for instance, public stock multiples for plastics producers range between 9 and 15 times Ebitda, some buyout firms say they'll choose a multiple at the low end of that range when valuing their own plastics compa

The reason for this, they explain, is that they'd prefer to avoid springing unpleasant surprises on their LPs. S one buyout player: "If you bought something for 2 times and have it marked at 5 times, then sell it for 4, it co across as a defeat when it should be a big victory. That's why we mark on the conservative side of fair marke value."

That tendency, says one valuation expert, underscores the truth of the adage that old habits die hard. "We've to [encourage] our clients to change their expectations and their behavior, to get them to realize that the lowe number isnÂ Â Â

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Catalyst
Complaint Cover Page

349838

Complaint

Number	**349838**	**Status**	**Closed**
Date	9/24/2009	**Assignee**	**Yang, Jennifer**
Location	Seattle - Consumer Protection Division	Actual Savings	$0.00
NAICS	453300-Used merchandise stores	Amount Disputed	$20.00
		Estimated Savings	$0.00

Complainant

Name	Phone Day	Phone Evening	Email
Jay Lee **9047 22nd Ave NW** **Seattle, WA 98117**	**(425) 681-2851**		

Respondent(s)

Name	Contact	Phone	Toll Free	Email
Value Village - Seattle **8700 15th Ave NW** **Seattle, WA 98117**		**(206) 783-4648**		

Referral(s)

Name	Contact	Phone Contact	Phone	Email

Practice(s)

Code	Practice
022	Failure To Adjust/Refund
316	Billing Issues

Activities

Date Added	Activity Type	Activity
9/30/2009	Form Letter to Complainant	C500_Information (used with R500 & most other Respondent letters)
9/30/2009	Form Letter to Business	R500_First letter to respondent; May we please have your reply
10/5/2009	Form Letter to Business	R First Letter to Rrespondent
11/12/2009	Form Letter to Business	R Second Letter to Respondent

Date Added	Activity Type	Activity
12/9/2009	Phone Call to Respondent	Final attempt to get a response
12/9/2009	Form Letter to Complainant	Csup Closing No Response
12/9/2009	Resolution-UNADJUSTED - NO RESPONSE	

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
800 Fifth Avenue, Suite 2000? Seattle, WA 98104-3188? (206) 464-6686

9/30/2009

Jay Lee
9047 22nd Ave NW
Seattle, WA 98117

RE: Value Village
File #: 349838

Dear Jay Lee:

Your complaint submitted to our office regarding Value Village has been assigned to me. I have contacted the business and requested a response to your complaint within 21 business days. A copy of your complaint was provided to the Business. I will contact you and inform you of the response. Normal complaint processing time is approximately 6-8 weeks due to the complexity and number of complaints our office receives, however, processing time may be longer during times when the volume of incoming complaints increases. Your patience is very much appreciated.

Our office obtains valuable information from individual consumer complaints. We maintain complaint files of business practices that may be useful if enforcement action is warranted in the future.

If we are not able to resolve your complaint or if the business does not respond, I will inform you of the alternatives. If you need to contact me, please have your complaint number 349838 available for reference. Thank you for contacting our office and I will contact you when more information is available.

Sincerely,

JENNIFER YANG
Complaint Analyst
Consumer Protection Division
(206) 464-6686

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
800 Fifth Avenue, Suite 2000? Seattle, WA 98104-3188? (206) 464-6686

9/30/2009

Value Village
8700 115th Ave NW
Seattle, WA 98117

RE: Jay Lee
File #: 349838

Dear Value Village:

This office has received the enclosed complaint from Jay Lee regarding your firm.

May we please have your reply so that we may determine how to proceed with this matter.

We request your response within 21 business days. If you are unable to provide your response during that timeframe, please contact this office to make alternate arrangements; please address it to me and reference our file number 349838.

JENNIFER YANG
Complaint Analyst
Consumer Protection Division
(206) 464-6686

Enclosure(s)

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
800 Fifth Avenue, Suite 2000? Seattle, WA 98104-3188? (206) 464-6686

10/5/2009

Value Village
8700 15th Ave NW
Seattle, WA 98117

RE: Jay Lee
File #: 349838

Dear Value Village:

Our office has received the enclosed complaint from Jay Lee regarding your business.

We forward consumer complaints to business in order to afford the business an opportunity to respond. Many businesses have found this process to be beneficial. Complaints and responses received in our office are a matter of public record.

Our office informally mediates complaints as a service to consumers and businesses. We may not act as an advocate or private attorney for either party. However, complaints may indicate a pattern of unfair or deceptive trade practices warranting further attention by our office. Failure to respond to this complaint will be reflected in our public records, which are available to the public under the Public Records Act.

Our office requests you reply within 21 business days so that we may determine how to proceed in this matter. Please address your response to me and include our file number 349838

JENNIFER YANG
Complaint Analyst
Consumer Protection Division
(206) 464-6686

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
800 Fifth Avenue, Suite 2000? Seattle, WA 98104-3188? (206) 464-6686

11/12/2009

Value Village
8700 15th Ave NW
Seattle, WA 98117

RE: Jay Lee
File #: 349838

Dear Value Village:

Recently our office forwarded a copy of the complaint filed by Jay Lee regarding your business and requested your position on this matter. To date, we have not yet received your response.

Most of the businesses that participate in our informal mediation process find it to be beneficial. Responding to consumer complaints provides you with an opportunity to respond to the complaint and have your position on this matter considered and added to the public record. In addition, responding to the consumer's complaint allows you an opportunity to offer a resolution to the complaint. Therefore, we are again requesting that you respond to and provide us with your position on the complaint.

Our office acts as a neutral party in our informal mediation and cannot represent or provide legal advice to either party. However, we maintain a record of adjusted and unadjusted complaints that is available to the public under the Public Records Act. In addition, where our office finds evidence of unfair or deceptive business practices, we may bring formal legal action to stop those practices under Consumer Protection Act.

Please address your written response to me including the file number 349838 within the next seven business days. You may respond by email, fax, or U.S. mail.

Thank you for your attention to this matter.

JENNIFER YANG
Complaint Analyst
Consumer Protection Division
(206) 464-6686
Enclosure

Final attempt to get a response

Called a left a message with the clerk for the manager to call us back about a response to this complaint.

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
800 Fifth Avenue, Suite 2000? Seattle, WA 98104-3188? (206) 464-6686

12/9/2009

Jay Lee
9047 22nd Ave NW
Seattle, WA 98117

RE: Value Village
File #: 349838

Dear Jay Lee:

Value Village has not responded to our correspondence concerning your complaint.

Our office does not have the legal authority to force either party to respond or resolve disputes. We regret that we are unable to provide further assistance to you in this situation.

Although our office was unable to favorably resolve your consumer complaint, it does not necessarily reflect on the validity of your claim. Nor does it reflect on the fact that our office may determine that legal action on behalf of the public interest is warranted in the future. Your complaint will become part of our public record of this firm's business practices.

You may wish to contact a private attorney to assist you, or contact Small Claims Court in your County for information on filing a lawsuit. You may find information at the following website:

<http://www.courts.wa.gov/newsinfo/resources/ - altMenu=smal&fa=newsinfo_jury.scc>

We regret that we are not able to help you at this time. The firm's failure to respond has been noted in your complaint file.

Thank you for taking the time to contact our office.

JENNIFER YANG
Complaint Analyst
Consumer Protection Division
(206) 464-6686

CONSUMER COMPLAINT FORM

OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

GENERAL COMPLAINT

REVISED 9/07

STATEWIDE TOLL FREE 1-800-551-4636

CONSUMER INFORMATION

Name (Please Print or Type): LEE (Last) JAY (First) _____ (Middle Initial)

Address: 9047 - 22nd Ave NW

City: Seattle State: WA Zip: 98117

Phone: Day: (425) 681 2851 Evening: (____) _____ E-mail address: _____

In order to process your complaint, the Attorney General's Office will send a copy of your complaint to the complained of business. Do you want the Attorney General's Office to send this business a copy of your complaint? **Yes** ☒ **No** ☐

I understand that if I answer No, the Attorney General's Office **will not process** this complaint. Additionally, if I answer Yes, I understand my complaint and any related documents I have submitted will become "public record." Under state law, public records are subject to public records disclosure requests. Under some circumstances, my complaint and related documents may therefore be seen by other people.

BUSINESS INFORMATION

Name of business you are complaining about: Value Village

Address: 8700 - 15th Ave NW

City: Seattle State: WA Zip: 98117

Phone: (206) 783 4648 Fax: (____) _____ Toll-free number: _____ E-mail address: _____

Name of Owner or Manager (if known): Jeremy Lamb

Names and addresses of any other businesses involved in your complaint: Kaylene Berndal (supervisor); Jason Fasso - clerk; Manny O. (sales person)

Item or service purchased: iPod (40GB)

Cost of item or service: $20 plus tax Did you sign a contract? No Date of transaction: ___/___/___

Salesperson's name: Manny O.

Was an advertisement involved? No Date and source of advertisement: _____

(Please send a copy of the advertisement if it is available.)

↳ see attachment

ABOUT YOUR COMPLAINT

Have you complained to the business? Yes ☒ No ☐ If YES, to whom: (and their position) Jeremy Lamb (manager) + Kaylene Berndal

What response did you receive? 1) On Sept 11 (Friday), talk to Kaylene. She understood I was told by Manny, I could exchange if iPod is not working. She won't exchage + ask me to leave
2) On Sept 12 (Sat), I went back to Jeremy. He denied my request + call police to ask me leave!

Have you filed a complaint about this business with the Attorney General's Office before? Yes ☐ No ☒ If Yes, list the file number _____

Have you contacted a private attorney? Yes ☐ No ☒ If YES, identify the name and address of the attorney: _____

Is there a court or other legal proceeding pending? Yes ☐ No ☒ If YES, please explain: _____

RECEIVED
SEP 15 2009
CONSUMER PROTECTION DIVISION
SEATTLE

EXPLAIN YOUR COMPLAINT IN DETAIL (use additional pages if necessary):

On Sept 11, 2009, My girlfriend + I went to Value Vallige (87th st + 15 Ave NW, Seattle) because of half price sale. We were approached by salesman Manny for iPod. While I ask what if not working what should we do. Manny asked other clerk and tell me that 7-Day exchange policy. Since we don't have any accerary to test iPod. I still buy this due to the policy I was given. ~~After we~~ There was no sign on sales counter for "no exchange to electronics" and we were never told by Cashier, that it is not exchagidable. On the countrary, we were told by Danny and confirmed by other clerk that it is exchangitable. After we tested, iPod was not working at home. My girlfriend stopped at shop and was told just bring it back. So we did on Friday night. Kaylene denied possibility to exchange. She even said with tear on her eyes that there were two complains on iPod before me. She was told by manager that she can't do any more exchange. She said "I don't want to get fired!" Other clerk Jason jumped and blain on us then asked us to leave. We come back next day with accesary. I talked case with manager "Jeremy". He did not want to listen to me, but asked me to "shut up". He's not even care on if iPod was working when I offered to demonstrate to him. In the end, he offered me a "phony" phone number (206-277-2054) with his handwriting (see attachment) for Patrik (district manager). After I felt betrayed and scamed and I tried to go back collect fact that there was no sign for no exchange for electronic Jeremy call police and kick me out. I was ordered by police never come back or get arrested.

What do you think the business should do to resolve your complaint? (Circle One)

Refund Deliver Product Perform Service Other

Explain if you have circled "Other":

Bellingham: Island, San Juan, Skagit and Whatcom 103 E. HOLLY, SUITE 308 BELLINGHAM, WA 98225-4728 (360) 738-6185 fax (360) 738-6190	Seattle: North King, Snohomish, Clallam and Jefferson Counties and Bainbridge Island 800 FIFTH AVENUE, SUITE 2000 SEATTLE, WA 98104-3188 (206) 464-6684 fax (206) 389-2801	Tacoma: Pierce, Mason, Grays Harbor, Kitsap, and South King County PO Box 2317 TACOMA WA 98401-2317 (253) 593-2904 fax (253) 593-2449
Spokane: Eastern Washington 1116 WEST RIVERSIDE SPOKANE WA 99201-1194 (509) 456-3123 fax (509) 458-3548	This form should be returned to the address nearest to you. After your complaint is received, you will be contacted regarding assignment of your complaint. Please include copies of related documents. **SEND COPIES ONLY - DO NOT INCLUDE ORIGINAL DOCUMENTS**	Vancouver: Clark, Cowlitz ,Pacific, Skamania, Wahkiakum, Lewis, and Thurston Counties 1220 MAIN STREET, SUITE 549 VANCOUVER WA 98660-2964 (360) 759-2150 fax (360) 759-2159

E-MAIL NOTIFICATION

The Attorney General's Office will periodically issue press releases, consumer warnings and other notifications to the public. We would like to include you in our e-mail list for these notifications. Please check "Yes" if you want to receive these notifications. Yes ☒ No ☐

SIGNATURE

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a "public record" and under state law can be subject to a public records disclosure request and thus be seen by other people.

[signature] 9/14/09 Seattle, WASHINGTON

Signature Date City and State where signed

Value Village

8700 15TH AVE NW
SEATTLE, WA
(206) 783-4648

09-07-2009 MON #102306

JEWELRY	14.99T
OPEN % DISC	
50%	-7.49T
JEWELRY	4.99T
OPEN % DISC	
50%	-2.49T
JEWELRY	14.99T
OPEN % DISC	
50%	-7.49T
JEWELRY	9.99T
OPEN % DISC	
50%	-4.99T
JEWELRY → iPod	39.99T
OPEN % DISC	
50%	-19.99T
TAX1	4.04
TOTAL	46.54
CATEND	50.00
CHANGE	3.46

ITEM 5
ALICIA 7532 16:28PM

7-DAY EXCHANGE, EXCLUSIONS APPLY, NO REFUNDS.

savers®

Patrick Zapotka 206-377-2054

Jeremy Lamb
Store Manager

8700 15th Ave NW
Seattle WA 98117
T 206.783.4648 F 206.783.4881
E 1023mgr@savers.com
www.savers.com

Value Village savers Village Valeurs

*Note: → phony phone number provided by Jeremy

savers®

KAYLENE BRENDAL
Jeremy Lamb AOS
Store Manager

JASON FASIO
MANNY O.

Value Village savers Village Valeurs

8700 15th Ave NW
Seattle WA 98117
T 206.783.4648 F 206.783.4881
E 1023mgr@savers.com
www.savers.com

*Note clerks involved this issue

Catalyst
Complaint Cover Page

381150

Complaint

Number	**381150**	**Status**	**Closed**
Date	2/4/2011	**Assignee**	**Ridley, Vickie M**
Location	Seattle - Consumer Protection Division	Actual Savings	$0.00
NAICS	453300-Used merchandise stores	Amount Disputed	$0.00
		Estimated Savings	$0.00

Complainant

Name	Phone Day	Phone Evening	Email
Cheryl E Stevenson 18328 48th Ave W Lynnwood, WA 98037	**(425) 776-8835**	**(425) 776-7375**	**SISSYGC@COMCAST.NET**

Respondent(s)

Name	Contact	Phone	Toll Free	Email
Seattle Goodwill 1765 6th Ave S Seattle, WA 98134	**Ken Collins, President**	**(206) 329-1000**	**(800) 448-3446**	
St Vincent De Paul 2825 Sunset Blvd NE Renton, WA		(425) 226-9426		
Value Village - Seattle 12548 Lake City Way NE Seattle, WA 98125		(206) 365-8232		customercare@savers.com

Referral(s)

Name	Contact	Phone Contact	Phone	Email

Practice(s)

Code	Practice
021	Income Representations
300	Excessive Price or Charge
615	Restriction/choice of goods or services

Activities

Date Added	Activity Type	Activity
2/4/2011	Request for Review	CCTN?
2/7/2011	Reviewed	Send Thank You for the Information letter.
2/7/2011	Email to Complainant	Csup Thank You for Info To: SISSYGC@COMCAST.NET
2/7/2011	Resolution-REFERRAL	

Catalyst Report

Complaint Description

Description

VALUE VILLAGE, ST VINCENT DE PAUL AND GOODWILL ARE ALL LISTED AS CHARITABLE BUSINESSES AND I BELIEVE RECEIVE TAX BENEFITS BASED ON THIS. HOWEVER, THEY HAVE GOTTEN OUT OF LINE, I BELIEVE, IN COMPETING WITH SMALL BUSINESSES IN THE COMMUNITY BY BRINGING IN NEW ITEMS THAT DIRECTLY AFFECT THE COMMUNITY BUSINESS. FOR EXAMPLE, GOODWILL IS COMPETING WITH THE DOLLAR STORES BY OFFERING THE SAME ITEMS AS THE DOLLAR STORE, BUT AT A HIGHER PRICE. THEY ALSO ARE BRINGING IN NEW QUILTED FLANNEL SHIRTS, T SHIRTS AND SHOES/SLIPPERS. I FEEL THIS IS UNBELIEVABLY UNFAIR TO THE DOLLAR STORES WHO DO NOT GET FREE (VOLUNTEER VIA THE COURTS) EMPLOYEES AND TAX BREAKS AND BENEFITS. VALUE VILLAGE BRINGS IN SO MUCH HALLOWEEN PRODUCT THAT I AM SURPRISED DISPLAY AND COSTUME IN EVERETT HAS MANAGED TO STAY IN BUSINESS. THIS DOES NOT SEEM AT ALL REASONABLE. THEN THERE IS THE DOMESTIC VIOLENCE SHOP NEXT TO GOODWILL IN LYNNWOOD WHERE THEY DO NOT COLLECT TAX AND GENERALLY PUT CASH MONEY IN AN ENVELOP.... ??? WHAT IS THAT ABOUT? MY TAXES PAY FOR SERVICES FOR THE STATE. EMPLOYERS IN RETAIL LOCATIONS PAY BIG RENTS AND PAY TAXES ON THEIR EMPLOYEES AND L & I ON THEM BUT GOODWILL GETS ALL THE "VOLUNTEER" HELP WITHOUT THESE COSTS? I BELIEVE SOMEONE NEEDS TO STEP IN AND CLARIFY WHAT IS AND IS NOT A CHARITY AND KEEP THEM FROM DRIVING SMALL BUSINESSES TO BANKRUPTCY. ALSO, THE FEDERAL GOVERNMENT MAY NEED TO REVIEW THIS NEW ACTIVITY AND DETERMINE WHETHER THEY ARE ALLOWED TO DO THIS. IF THEY WANT TO OPEN A NEW GOODS STORE THEY CAN DO IT THE SAME AS ANY OTHER BUSINESS... AND PAY ACCORDINGLY. THEY MAY WHINE ABOUT HOW MUCH THEY HAVE TO DISPOSE OF EACH MONTH, BUT NOW THEIR PRICES ARE HIGHER THAN TARGET AND THEY MUST BE GENERATING MORE WASTE BECAUSE THINGS FOLKS WOULD BUY FOR $ 4.00 BEFOR THEY NOW ASK $15.00 FOR ... . THEY SELL PURSES FOR $50.00 OR MORE. FAKE OR REAL? NO WAY OF KNOWING.. VALUE VILLAGE SEEMS TO ONLY DO THE HALLOWEEN THING THAT I HAVE SEEN, AND ST VINCENT DE PAUL IS LEAST INVOLVED IN NEW STUFF, BUT THEY ALL NEED TO GET OUT OF THE PRIVATE SECTORS SLICE OF THE PIE AS FAR AS I AM CONCERNED. MAYBE IF YOU CANNOT DO ANYTHING ABOUT THIS YOU CAN PASS IT ON TO CHANNEL FOUR AND LET THEM EXPLORE THE REQUIREMENTS TO BE A CHARITY AND THE REASONS THEY DON'T JUST OPEN A NEW PRODUCT STORE OF THEIR OWN. ALSO - THEY ARE ALL SELLING ONLINE NOW... ARE THEY COLLECTING TAXES FOR US ON THOSE SALES? THANKS FOR LISTENING... THIS HAS BEEN BOTHERING ME SINCE GOODWILL FIRST STARTED IT ABOUT 8 YEARS AGO. AT LEAST THEY STOPPED THE NEW CANDLES BIT WHICH CAUSED MAJOR ONSETS OF ALLERGY RESPONSE FOR ME. THEY GET ENOUGH FOR FREE... MY GRANDKIDS NEED JOBS, SMALL BUSINESSES NEED TO MAKE ENDS MEET... HELP US ALL OUT AND CHECK THE LAWS ON THIS PLEASE.

Expected resolution details: STOP COMPETING UNFAIRLY AGAINST NON CHARITABLE BUSINESSES

Csup Thank You for Info To: SISSYGC@COMCAST.NET
Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
800 Fifth Avenue, Suite 2000 Seattle, WA 98104 (206) 464-6686

February 7, 2011

Cheryl E Stevenson
18328 48th Ave W
Lynnwood, WA 98037

RE: Seattle Goodwill, St Vincent De Paul and Value Village
File #: 381150

Dear Cheryl Stevenson:

Our office received your correspondence regarding Seattle Goodwill, St Vincent De Paul and Value Village.

The Washington State Attorney General's Office values the important information it receives from consumers like you. We will retain the information you submitted as part of Seattle Goodwill, St Vincent De Paul and Value Village's public record.

Thank you for contacting our office.

VICKIE M. RIDLEY
Office Assistant 3
Consumer Protection Division
(206) 389-3834
Fax: (206) 389-2801
seacrc@atg.wa.gov

Catalyst
Complaint Cover Page

381419

Complaint

Number	**381419**	**Status**	**Closed**
Date	2/9/2011	**Assignee**	**Ridley, Vickie M**
Location	Seattle - Consumer Protection Division	Actual Savings	$0.00
NAICS	453300-Used merchandise stores	Amount Disputed	$0.00
		Estimated Savings	$0.00

Complainant

Name	Phone Day	Phone Evening	Email
Aaron Paul Bergemann **13410 Greenwood Ave N** **Seattle, WA 98133**	**(206) 859-9834**		**JfkwhymeJfk@yahoo.com**

Respondent(s)

Name	Contact	Phone	Toll Free	Email
Value Village - Seattle **8700 15th Ave NW** **Seattle, WA 98117**		**(206) 783-4648**		

Referral(s)

Name	Contact	Phone Contact	Phone	Email
Department of Labor & Industries			(866) 219-7321	conw235@lni.wa.gov

Practice(s)

Code	Practice
610	Health, safety or sanitation

Activities

Date Added	Activity Type	Activity
2/9/2011	Request for Review	To L&I?
2/9/2011	Reviewed	Approved
2/10/2011	Email to Complainant	C150Csup Regulatory Agency Referral To: JfkwhymeJfk@yahoo.com

Date Added	Activity Type	Activity
2/10/2011	Email to Complainant	C150Csup Regulatory Agency Referral To: JfkwhymeJfk@yahoo.com
2/10/2011	Form Letter to Referral	CSup Referral to other Agency (CP310)s
2/10/2011	Resolution-REFERRAL	

Catalyst Report

Complaint Description

Description

Unsafe Work Environment
#1 no Fire extinguishers where lable signs are.
#2 no Proper Ventilation in Public bathroom
#3 no Proper hazmat materials area
#4 on one or more cases making a Pregnat woman clean bathrooms. (cleaners are not Healthly)
#5 no safty meetings take place.
#6 Useing point system for tartyness and time off. Making workers schedule sick days two weeks in advance, or taking point. (12 points and fired) 1 point for sick, lateness, or tartyness.
#7 just waxed floors with no signs, worker fell and craked head on 1/20/11.
#3 no

Expected resolution details: As a worker i feel they should step up the safty issuses and worker moral at this location.

C150Csup Regulatory Agency Referral To: JfkwhymeJfk@yahoo.com
Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
800 Fifth Avenue, Suite 2000 Seattle, WA 98104 (206) 464-6686

February 10, 2011

Aaron Paul Bergemann
13410 Greenwood Ave N
Seattle, WA 98133

RE: Value Village
File #: 381419

Dear Aaron Paul Bergemann:

Our office has received your correspondence.

We have reviewed your complaint and determined that we are not the appropriate agency to assist you. We will retain a copy of your complaint in our public records. We have forwarded a copy of your complaint to:

Department of Labor & Industries
PO Box 44000
MS: 4510
Olympia, WA 98504-4000
http://www.lni.wa.gov/Main/ContactInfo/

We recommend that you contact them directly if you have any additional information to add to your file.

Although we are unable to assist you with this matter, we appreciate you contacting our office.

VICKIE M. RIDLEY
Office Assistant 3
Consumer Protection Division
(206) 389-3834
Fax: (206) 389-2801
seacrc@atg.wa.gov

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
800 Fifth Avenue, Suite 2000? Seattle, WA 98104-3188? (206) 464-6686

February 10, 2011

Department of Labor & Industries
PO Box 44000
MS: 4510
Olympia, WA 98504-4000

RE: Value Village
File #: 381419

Dear Department of Labor & Industries:
Our office has received the enclosed information.
The nature of the information appears to involve a matter that is within the jurisdiction of your agency. We are forwarding this to you to process in accordance with your office's procedures.

If the matter is not within your agency's authority, please inform me directly so that we can avoid referring similar matters to your office in the future. We will retain a copy of this information in our public files.
Please contact me if you have any questions.

VICKIE M. RIDLEY
Office Assistant 3
Consumer Protection Division
(206) 389-3834
Fax: (206) 389-2801
seacrc@atg.wa.gov

Enclosure(s)

COMPLAINT SUMMARY
Consumer Information

Name:
Aaron Paul Bergemann

Address:
13410 Greenwood Ave N
Seattle, WA 98133

Day Phone:
(206) 859-9834

Evening Phone:

E-mail Address:
JfkwhymeJfk@yahoo.com

Age Group (optional):
59+

Do you want the Attorney General's Office to send this business a copy of your complaint -

Yes

Names and addresses of any other complainants involved:
Business Information

Name of business that I am complaining about:
Value Village

Address:
8700 15th Ave NW
Seattle, WA 98117

Phone:
(206) 783-4648

Toll-Free:

Fax:

E-mail:

Name of owner or manager (if known):
Savers, Value Village

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:
N/A

Cost of item or service:

Did you sign a contract -
No

Date of transaction:

Salesperson's name:

Was an advertisement involved -
No

Date and source of advertisement:

About Your Complaint

Have you complained to the business -
Yes

If YES, to whom (include position) -

What response did you receive -

If you have not contacted the business, explain why:
Have you filed a complaint about this business with the Attorney General's Office before -

No

If yes, list the file number assigned to that complaint:
Have you contacted a private attorney -
No

If YES, identify the name and address of the attorney:
8700 15th Avenue Northwest

Is there a court or other legal proceeding pending -
No

If YES, please explain:

Explain your complaint in detail:
Unsafe Work Environment
#1 no Fire extinguishers where lable signs are.
#2 no Proper Ventilation in Public bathroom
#3 no Proper hazmat materials area
#4 on one or more cases making a Pregnat woman clean bathrooms. (cleaners are not Healthly)
#5 no safty meetings take place.
#6 Useing point system for tartyness and time off. Making workers schedule sick days two weeks in advance, or taking point. (12 points and fired) 1 point for sick, lateness, or tartyness.
#7 just waxed floors with no signs, worker fell and craked head on 1/20/11.
#3 no
Expected resolution details: As a worker i feel they should step up the safty issuses and worker moral at this location.
What do you think the business should do to resolve your complaint - (circle one)
Other
Explain if you have circled 'Other':

SIGNATURE
I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a 'public record' and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature Aaron Date 2/8/11
Received via the Internet
City and State where signed Seattle, WA

Catalyst
Complaint Cover Page

420658

Complaint

Number	**420658**	**Status**	**Closed**
Date	11/15/2012	**Assignee**	**Chatt, Sara J**
Location	Bellingham - Consumer Protection Division	Actual Savings	$20.17
NAICS	484210-Used Household & Office Goods, Moving	Amount Disputed	$20.17
		Estimated Savings	$0.00

Complainant

Name	Phone Day	Phone Evening	Email
Soledad M. Humphreys **1216 Kirkland Ave** **Kirkland, WA 98033**	**(206) 747-7708**		**eufemina@hotmail.com**

Respondent(s)

Name	Contact	Phone	Toll Free	Email
Value Village - Kirkland Totem Lake **12515 116th Ave NE** **Kirkland, WA 98034**	**Jeff**	**(425) 821-7186**		

Referral(s)

Name	Contact	Phone Contact	Phone	Email

Practice(s)

Code	Practice
019	Inadequate Disclosure

Activities

Date Added	Activity Type	Activity
11/16/2012	Form Letter to Business	R 1st Letter to Respondent
11/16/2012	Email to Complainant	C 1st Letter to Complainant To: eufemina@hotmail.com
11/26/2012	Phone Call from Complainant	
12/28/2012	Phone Call to Complainant	

Date Added	Activity Type	Activity
12/31/2012	Email to Complainant	Csup Closing Adjusted Complainant Notified Us (C-ADJCN) To: eufemina@hotmail.com
12/31/2012	Resolution-CLOSED ADJUSTED	

Catalyst Report

Complaint Description

Description

On Veterans Day about 6 pm, I went to Value Village, Kirkland, for the 50% SALE, but for my surprise when I paid for my items, I ask the cashier if he took all 50% off , he said "yes I did". After he gave me my receipt, I realize that he didn't took the discount in all the "housewares item" that I bought; right there I TOOK MY CALCULATOR TO SEE IF IT WAS CORRECT, BUT STILL ALMOST $7 OVER. I ASK A GUY THERE WHAT HAPPEN, HE SAID" WELL THE SALE IS ONLY IN SOME ITEMS, BUT NOT IN HOUSEWARES , THEN I ASK WERE SAY THAT, HE SAID IN FRONT OF THE STORE, BETWEEN THE MAIN ENTRANCE AND THE EXIT, I WENT OUT TO READ THE BANNER, BIG LETTERS ABOUT THE VETERANS 50%SALE, BUT IN THE BOTTOM VERY SMALL LETTERS ALL THE ITEMS, THAT WERE INCLUDE. I ASK AGAIN WHAT ABOUT INSIDE THE STORE WHERE WERE THE ADS HE SAID"THERE IN FRONT/TOP OF THE CASHIER". I FELT SO MISLEAD, THAT I ASK FOR THE RETURN OF MY MONEY, HE SAID "I CAN'T DO THAT SINCE ALREADY YOU PAY FOR THE ITEMS " I TOLD HIM I WANT TO TALK TO THE MANAGER HE SAID "I'M THE MANAGER".
I FELT THAT THIS "CORPORATION" IS TAKING ADVANTAGE OF PEOPLE, DON'T EVEN PUT INSIDE THE STORE OR SAY OVER THE SPEAKER WITH ITEMS WERE NOT INCLUDE IN THE SALE. THIS NOT THE FIRST TIME THEY DO THAT, EVERY MONDAY THEY HAVE A COLOR SALE($0.99) THE ITEM, BUT THIS STORE IS THE ONLY ONE, THAT YOU HAVE TO ASK WHICH COLOR, BECAUSE THEY NEVER PUT ANY AD INSIDE THE STORE, LETTING THE PEOPLE KNOW ABOUT IT. THEY ARE VERY RUDE, SHORT TEMPER AND THEY HAVE THE WORST COSTUMER SERVICE.
I HOPE THEY CHANGE THE WAY THEY DO BUSINESS, FOR THE GOOD OF THE PEOPLE WHO ARE BEEN THEIR LOYAL COSTUMERS AND THEY DON'T WANT TO KNOW THAT THIS "CORPORATION" IS TAKEN ADVANTAGE OF THEM , IN THIS TIME OF NEED"

Rob McKenna
ATTORNEY GENERAL OF WASHINGTON
103 East Holly Street, Suite 308? Bellingham, WA 98225-4310? (360) 738-6187

November 16, 2012

Value Village - Kirkland Totem Lake
Attention: Jeff
12515 116th Ave NE
Kirkland, WA 98034

RE: Soledad M. Humphreys
File #: 420658

Dear Jeff:

Our office has received the enclosed complaint from Soledad M. Humphreys regarding your business.

We forward consumer complaints to businesses in order to afford the business an opportunity to respond in writing. Many businesses have found this process to be beneficial. Complaints and responses received in our office are a matter of public record.

Our office informally mediates complaints as a service to consumers and businesses. We may not act as an advocate or private attorney for either party. However, complaints may indicate a pattern of unfair or deceptive trade practices warranting further attention by our office. Failure to respond to this complaint will be reflected in our public records, which are available to the public under the Public Records Act.

Our office requests you reply in writing within 21 business days so that we may determine how to proceed in this matter. Please address your response to me and include our file number 420658.

Thank you for your attention to this matter.

SARA J. CHATT
Complaint Analyst
Consumer Protection Division
(360) 738-6187
Fax: (360) 738-6190
belcrc@atg.wa.gov
Enclosure

COMPLAINT SUMMARY
Consumer Information

Name:
Soledad M. Humphreys

Address:
2932 228th St SE
Bothell, WA 98021

Day Phone:
(206) 747-7708

Evening Phone:

E-mail Address:
eufemina@hotmail.com

Age Group (optional):
59+

Do you want the Attorney General's Office to send this business a copy of your complaint -

Yes

Names and addresses of any other complainants involved:
Business Information

Name of business that I am complaining about:
Value Village - Kirkland Totem Lake

Address:
12515 116th Ave NE
Kirkland, WA 98034

Phone:
(425) 821-7186

Toll-Free:

Fax:

E-mail:

Name of owner or manager (if known):

JEFF

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:
Second Hand Items.

Cost of item or service:
$20.17

Did you sign a contract -
No

Date of transaction:
11/12/2012

Salesperson's name:

Was an advertisement involved -
Yes

Date and source of advertisement:
11/12/2012

About Your Complaint

Have you complained to the business -
Yes

If YES, to whom (include position) -

What response did you receive -

If you have not contacted the business, explain why:
Have you filed a complaint about this business with the Attorney General's Office before -

No

If yes, list the file number assigned to that complaint:
Have you contacted a private attorney -
No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending -
No

If YES, please explain:

Explain your complaint in detail:
On Veterans Day about 6 pm, I went to Value Village, Kirkland, for the 50% SALE, but for my surprise when I paid for my items, I ask the cashier if he took all 50% off , he said "yes I did". After he gave me my receipt, I realize that he didn't took the discount in all the "housewares item" that I bought; right there I TOOK MY CALCULATOR TO SEE IF IT WAS CORRECT, BUT STILL ALMOST $7 OVER. I ASK A GUY THERE WHAT HAPPEN, HE SAID" WELL THE SALE IS ONLY IN SOME ITEMS, BUT NOT IN HOUSEWARES , THEN I ASK WERE SAY THAT, HE SAID IN FRONT OF THE STORE, BETWEEN THE MAIN ENTRANCE AND THE EXIT, I WENT OUT TO READ THE BANNER, BIG LETTERS ABOUT THE VETERANS 50%SALE, BUT IN THE BOTTOM VERY SMALL LETTERS ALL THE ITEMS, THAT WERE INCLUDE. I ASK AGAIN WHAT ABOUT INSIDE THE STORE WHERE WERE THE ADS HE SAID"THERE IN FRONT/TOP OF THE CASHIER". I FELT SO MISLEAD, THAT I ASK FOR THE RETURN OF MY MONEY, HE SAID "I CAN'T DO THAT SINCE ALREADY YOU PAY FOR THE ITEMS " I TOLD HIM I WANT TO TALK TO THE MANAGER HE SAID "I'M THE MANAGER".
I FELT THAT THIS "CORPORATION" IS TAKING ADVANTAGE OF PEOPLE, DON'T EVEN PUT INSIDE THE STORE OR SAY OVER THE SPEAKER WITH ITEMS WERE NOT INCLUDE IN THE SALE. THIS NOT THE FIRST TIME THEY DO THAT, EVERY MONDAY THEY HAVE A COLOR SALE($0.99) THE ITEM, BUT THIS STORE IS THE ONLY ONE, THAT YOU HAVE TO ASK WHICH COLOR, BECAUSE THEY NEVER PUT ANY AD INSIDE THE STORE, LETTING THE PEOPLE KNOW ABOUT IT. THEY ARE VERY RUDE, SHORT TEMPER AND THEY HAVE THE WORST COSTUMER SERVICE. I HOPE THEY CHANGE THE WAY THEY DO BUSINESS, FOR THE GOOD OF THE PEOPLE WHO ARE BEEN THEIR LOYAL COSTUMERS AND THEY DON'T WANT TO KNOW THAT THIS "CORPORATION" IS TAKEN ADVANTAGE OF THEM , IN THIS TIME OF NEED"

What do you think the business should do to resolve your complaint - (circle one)
RFD
Explain if you have circled 'Other':

SIGNATURE
I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General’s Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide

information related to my complaint to the Washington State Attorney General's Office.

Signature Soledad Humphreys Date 11/14/2012
Received via the Internet
City and State where signed Bothell, wa

C 1st Letter to Complainant To: eufemina@hotmail.com
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

November 16, 2012

Soledad M. Humphreys
2932 228th St SE
Bothell, WA 98021

RE: Value Village - Kirkland Totem Lake
File #: 420658

Dear Soledad M. Humphreys:

The complaint you submitted to our office has been assigned to me. I have provided a copy of your complaint to Value Village - Kirkland Totem Lake and requested a response within 21 business days. I will notify you when a response is received regarding your complaint.

Our informal mediation service takes approximately 6-8 weeks. Your patience during this process is appreciated.

Our office brings lawsuits in the name of the State of Washington, rather than on behalf of private individuals. If a business does not respond or declines to adjust your complaint, this office cannot require it to do so. The Consumer Protection Act does not give us authority to act as your private attorney.

Our office obtains valuable information from individual consumer complaints. Your complaint will become part of our public record of business practices. We maintain complaint files of business practices that may be useful if enforcement action on behalf of the State of Washington is warranted in the future.

If a response is not received or if your complaint is not resolved, we will inform you of alternatives if you wish to pursue this matter further. If you need to contact me, please have your complaint number available for reference.

Thank you for contacting our office.

SARA J. CHATT
Complaint Analyst
Consumer Protection Division
(360) 738-6187

Fax: (360) 738-6190
belcrc@atg.wa.gov

C called and left phone message saying that R had called her, and that she wanted to speak to me about it.

Called C, and she said the complaint was resolved to her satisfaction. She received a refund for the items that were not previously discounted.

Csup Closing Adjusted Complainant Notified Us (C-ADJCN) To: eufemina@hotmail.com

ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

December 31, 2012

Soledad M. Humphreys
2932 228th St SE
Bothell, WA 98021

RE: Value Village - Kirkland Totem Lake
File #: 420658

Dear Soledad M. Humphreys:

Thank you for informing our office that your complaint against Value Village - Kirkland Totem Lake has been resolved to your satisfaction. Your complaint will remain as part of our public record of the firm's business practices.

We are happy to hear that our office was able to be of service to you.

SARA J. CHATT
Complaint Analyst
Consumer Protection Division
(360) 738-6187
Fax: (360) 738-6190
belcrc@atg.wa.gov

Catalyst
Complaint Cover Page

424707

Complaint

Number	**424707**	**Status**	**Closed**
Date	1/29/2013	**Assignee**	**Holbrook, Ruth E**
Location	Bellingham - Consumer Protection Division	Actual Savings	$0.00
NAICS	453300-Used merchandise stores	Amount Disputed	$0.00
		Estimated Savings	$0.00

Complainant

Name	Phone Day	Phone Evening	Email
Charlotte E Hunter **8910 58th Ave SE** **Lacey, WA 98513**	**(360) 556-0717**		**readers4@comcast.net**

Respondent(s)

Name	Contact	Phone	Toll Free	Email
Savers/Value Village **PO Box 808** **Bellevue, WA 98004**		**(425) 462-1515**		

Referral(s)

Name	Contact	Phone Contact	Phone	Email

Practice(s)

Code	Practice
002	Fund Raising Representations

Activities

Date Added	Activity Type	Activity
1/29/2013	Request for Review	request for review
		(Note: Could not find previous catalyst file or cctn regarding this matter.)
1/30/2013	Reviewed	Assign to Holbrook for processing for a response.

Date Added	Activity Type	Activity
2/4/2013	Reviewed	C's complaint is about Value Village in general rather than a specific store location. She did not provide an address in her complaint. Found a corporate address at the secretary of state website and will use that.
2/4/2013	Reviewed	C's complaint is about Value Village in general rather than a specific store location. She did not provide an address in her complaint. Found a corporate address at Value Village website and will use that.
2/4/2013	Form Letter to Business	R 1st Letter to Respondent
2/4/2013	Email to Complainant	C 1st Letter to Complainant To: readers4@comcast.net
2/5/2013	Email from Complainant	
3/6/2013	Form Letter to Business	R 2nd Letter to Respondent
3/6/2013	Reviewed	C not happy that we sent the complaint. Didn't send her a second letter indicating we sent it to the business a second time.
3/7/2013	Correspondence from Respondent	03-07-13 SCANNED as ' A '
3/11/2013	Email to Complainant	Csup Closing Unadjusted (C-UNJ) To: readers4@comcast.net
3/11/2013	Form Letter to Business	Rsup Closing Neutral (R-NEU)
3/11/2013	Resolution-CLOSED INQUIRY/INFORMATION	

Catalyst Report

Complaint Description

Description

My problem is perception.
The impression any donor or customer receives is that Value Village (Savers) is a non profit giving most of their profits to xyz charities. However, not a single store or shift manager in Thurston, Pierce, or King County (I went to many just to ask the question, as I couldn't find any data on-line) could tell me the actual percentage of income or profit or anything about what they actually give to a charity.
To me, it sounds wrong & detrimental to real non profit thrift shops, such as Goodwill and Salvation Army. I believe Value Village should be investigated, probably at the national level, since, based on my research TVI, Inc. (aka Value Village aka Savers) is a "commercial fundraiser" & thus not required to submit the data to the various states, including Washington.

I believe the info on page http://www.ftc.gov/opa/1998/11/misgiving-pr.shtm definitely applies to Value Village.
Value Village stores have huge signs in the parking lots, plus on their store fronts and windows.
For example, at the Lacey location, they have the following large and larger signs visible from the outside:
Donate here
Every time you donate, we pay local nonprofits.
Donations benefit The Arc (two signs)
Community Donation Center (words on huge banner in window plus on huge building sign plus parking lot sign)

Inside the store, there are more signs, in addition to canned announcements every few minutes plus bookmarks scattered everywhere.
Your "Commercial Fundraiser Profile Report for Value Village" at
http://www.sos.wa.gov/charities/search_detail_cfr.aspx?cfr_id=21804 shows even though they have a Registration #21804 they're "Not Registered"
and no financial information can be found for the section at:
Contributions According to the financial information shown at left, % of the contributions raised by this organization were returned to or retained by the charity client(s).
or
Amount to Charity Clients
Also, reviewing both the 2012 and 2013 COMMERCIAL FUNDRAISER ACTIVITY REPORT, STATE OF WASHINGTON at http://www.sos.wa.gov/_assets/charities/CFAR%20Nov%2026%202012.pdf and http://www.sos.wa.gov/_assets/charities/FundraiserReport.pdf and the excel file at http://www.sos.wa.gov/_assets/charities/FundraiserReport.xls and more data available via http://www.sos.wa.gov/charities/ , I could find no mention of Value Village, Savers, or The Arc.
This site explains a little about the way Value Village contracts with non-profits ??? note the $ .015 per pound given for donated clothing
http://www.givsmart.com/need-a-fundraiser/program-information
This FAQ is very general http://www.valuevillage.com/FAQs.aspx
What percentage of your profits are paid to the nonprofit organizations?
We do not pay our partners based on our profits, so their income is predictable and not dependent on our sales revenue. We contract with each of our nonprofit partners individually, purchasing goods from them in bulk at an agreed upon rate. The details of those contracts are confidential, but when we negotiate our rates, we assure that the rate we pay them is higher than what they would get selling the goods on the open market or to other resellers. The funds that we pay our nonprofit partners are an unrestricted and reliable source of funding for their local community programs.
In contrast, both the Tacoma Goodwill and Seattle Goodwill gave back 93%, based on
http://www.sos.wa.gov/charities/search_detail.aspx?charity_id=4690 and
http://www.sos.wa.gov/charities/search_detail.aspx?charity_id=4178
Note 1: I have no affiliation with any of these stores except as a shopper. However, I believe when the public is given the erroneous impression that Value Village is a non-profit, the real non-profits, such as Goodwill, suffers from a decreasing amount of quality donations.
Note 2: Last February I filed a complaint with FTC & the WA attorney general via the e-mail forms, but have never heard back. (My FTC reference number: 34812153.)

Expected resolution details: register, file, decrease erroneous perceptions

Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
103 East Holly Street, Suite 308? Bellingham, WA 98225-4310? (360) 738-6187

February 4, 2013

Savers/Value Village
PO Box 808
Bellevue, WA 98004

RE: Charlotte E Hunter
File #: 424707

Dear Savers/Value Village:

Our office has received the enclosed complaint from Charlotte E Hunter regarding your business.

We forward consumer complaints to businesses in order to afford the business an opportunity to respond in writing. Many businesses have found this process to be beneficial. Complaints and responses received in our office are a matter of public record.

Our office informally mediates complaints as a service to consumers and businesses. We may not act as an advocate or private attorney for either party. However, complaints may indicate a pattern of unfair or deceptive trade practices warranting further attention by our office. Failure to respond to this complaint will be reflected in our public records, which are available to the public under the Public Records Act.

Our office requests you reply in writing within 21 business days so that we may determine how to proceed in this matter. Please address your response to me and include our file number 424707.

Thank you for your attention to this matter.

RUTH E. HOLBROOK
Program Specialist 3
Consumer Protection Division
(360) 738-6188
Fax: (360) 738-6190
belcrc@atg.wa.gov
Enclosure

COMPLAINT SUMMARY
Consumer Information

Name:
Charlotte E Hunter

Address:
8910 58th Ave SE
Lacey, WA 98513

Day Phone:
(360) 556-0717

Evening Phone:

E-mail Address:
readers4@comcast.net

Age Group (optional):
59+

Do you want the Attorney General's Office to send this business a copy of your complaint -

Yes

Names and addresses of any other complainants involved:
Business Information

Name of business that I am complaining about:
Savers/Value Village

Address:
PO Box 808
Bellevue, WA 98004

Phone:
(425) 462-1515

Toll-Free:

Fax:
(425) 451-2250

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

Did you sign a contract -
No

Date of transaction:

Salesperson's name:

Was an advertisement involved -
No

Date and source of advertisement:

About Your Complaint

Have you complained to the business -
Yes

If YES, to whom (include position) -

What response did you receive -

If you have not contacted the business, explain why:
Have you filed a complaint about this business with the Attorney General's Office before -

Yes

If yes, list the file number assigned to that complaint:
0
Have you contacted a private attorney -
No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending -
No

If YES, please explain:

Explain your complaint in detail:
My problem is perception.

The impression any donor or customer receives is that Value Village (Savers) is a non profit giving most of their profits to xyz charities. However, not a single store or shift manager in Thurston, Pierce, or King County (I went to many just to ask the question, as I couldn't find any data on-line) could tell me the actual percentage of income or profit or anything about what they actually give to a charity.
To me, it sounds wrong & detrimental to real non profit thrift shops, such as Goodwill and Salvation Army. I believe Value Village should be investigated, probably at the national level, since, based on my research TVI, Inc. (aka Value Village aka Savers) is a "commercial fundraiser" & thus not required to submit the data to the various states, including Washington.
I believe the info on page http://www.ftc.gov/opa/1998/11/misgiving-pr.shtm definitely applies to Value Village.
Value Village stores have huge signs in the parking lots, plus on their store fronts and windows. For example, at the Lacey location, they have the following large and larger signs visible from the outside:
Donate here
Every time you donate, we pay local nonprofits.
Donations benefit The Arc (two signs)
Community Donation Center (words on huge banner in window plus on huge building sign plus parking lot sign)
Inside the store, there are more signs, in addition to canned announcements every few minutes plus bookmarks scattered everywhere.
Your "Commercial Fundraiser Profile Report for Value Village" at
http://www.sos.wa.gov/charities/search_detail_cfr.aspx - cfr_id=21804 shows even though they have a Registration #21804 they're "Not Registered"
and no financial information can be found for the section at:
Contributions According to the financial information shown at left, % of the contributions raised by this organization were returned to or retained by the charity client(s).
or
Amount to Charity Clients
Also, reviewing both the 2012 and 2013 COMMERCIAL FUNDRAISER ACTIVITY REPORT, STATE OF WASHINGTON at
http://www.sos.wa.gov/_assets/charities/CFAR%20Nov%2026%202012.pdf and
http://www.sos.wa.gov/_assets/charities/FundraiserReport.pdf and the excel file at
http://www.sos.wa.gov/_assets/charities/FundraiserReport.xls and more data available via
http://www.sos.wa.gov/charities/ , I could find no mention of Value Village, Savers, or The Arc.
This site explains a little about the way Value Village contracts with non-profits - - - note the $ .015 per pound given for donated clothing
http://www.givsmart.com/need-a-fundraiser/program-information
This FAQ is very general http://www.valuevillage.com/FAQs.aspx
What percentage of your profits are paid to the nonprofit organizations -
We do not pay our partners based on our profits, so their income is predictable and not dependent on our sales revenue. We contract with each of our nonprofit partners individually, purchasing goods from them in bulk at an agreed upon rate. The details of those contracts are confidential, but when we negotiate our rates, we assure that the rate we pay them is higher than what they would get selling the goods on the open market or to other resellers. The funds that we pay our nonprofit partners are an unrestricted and reliable source of funding for their local community programs.

In contrast, both the Tacoma Goodwill and Seattle Goodwill gave back 93%, based on http://www.sos.wa.gov/charities/search_detail.aspx - charity_id=4690 and http://www.sos.wa.gov/charities/search_detail.aspx - charity_id=4178
Note 1: I have no affiliation with any of these stores except as a shopper. However, I believe when the public is given the erroneous impression that Value Village is a non-profit, the real non-profits, such as Goodwill, suffers from a decreasing amount of quality donations.
Note 2: Last February I filed a complaint with FTC & the WA attorney general via the e-mail forms, but have never heard back. (My FTC reference number: 34812153.)
Expected resolution details: register, file, decrease erroneous perceptions
What do you think the business should do to resolve your complaint - (circle one)
Other
Explain if you have circled 'Other':

SIGNATURE
I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

Signature Charlotte Hunter Date 1/28/2013
Received via the Internet
City and State where signed Olympia, WA

C 1st Letter to Complainant To: readers4@comcast.net
Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

February 4, 2013

Charlotte E Hunter
8910 58th Ave SE
Lacey, WA 98513

RE: Savers/Value Village
File #: 424707

Dear Charlotte E Hunter:

The complaint you submitted to our office has been assigned to me. I have provided a copy of your complaint to Savers/Value Village and requested a response within 21 business days. I will notify you when a response is received regarding your complaint.

Our informal mediation service takes approximately 6-8 weeks. Your patience during this process is appreciated.

Our office brings lawsuits in the name of the State of Washington, rather than on behalf of private individuals. If a business does not respond or declines to adjust your complaint, this office cannot require it to do so. The Consumer Protection Act does not give us authority to act as your private attorney.

Our office obtains valuable information from individual consumer complaints. Your complaint will become part of our public record of business practices. We maintain complaint files of business practices that may be useful if enforcement action on behalf of the State of Washington is warranted in the future.

If a response is not received or if your complaint is not resolved, we will inform you of alternatives if you wish to pursue this matter further. If you need to contact me, please have your complaint number available for reference.

Thank you for contacting our office.

RUTH E. HOLBROOK
Program Specialist 3
Consumer Protection Division

(360) 738-6188
Fax: (360) 738-6190
belcrc@atg.wa.gov

From: readers4@comcast.net [mailto:readers4@comcast.net]
Sent: Tuesday, February 05, 2013 11:22 AM
To: ATG MI Bellingham CRC
Subject: Re: 424707 : A notice from the Washington State Attorney General'sOffice

I am extremely disappointed in this response.
It was not a complaint to give to Value Village.
I would have expected you to first give it to the WA department responsible for the Commercial Fundraiser Profile/Activity Reports.
Your response is strongly reminiscent of the military's Inspector General system. If you make a complaint to them, they give it to the organization addressed, who writes the response which is then signed by the Inspector General. End result, no change.

Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
103 East Holly Street, Suite 308? Bellingham, WA 98225-4310? (360) 738-6187

March 6, 2013

Savers/Value Village
PO Box 808
Bellevue, WA 98004

RE: Charlotte E Hunter
File #: 424707

Dear Savers/Value Village:

Recently our office forwarded a copy of the complaint filed by Charlotte E Hunter regarding your business and requested your position in writing on this matter. To date, we have not yet received your written response.

Most of the businesses that participate in our informal mediation process find it to be beneficial. Responding to consumer complaints provides you with an opportunity to respond to the complaint and have your position on this matter considered and added to the public record. In addition, responding to the consumer's complaint allows you an opportunity to offer a resolution to the complaint. Therefore, we are again requesting that you respond to and provide us with your position on the complaint.

Our office acts as a neutral party in our informal mediation and cannot represent or provide legal advice to either party. However, we maintain a record of adjusted and unadjusted complaints that is available to the public under the Public Records Act. In addition, where our office finds evidence of unfair or deceptive business practices, we may bring formal legal action to stop those practices under Washington State's Consumer Protection Act.

Please address your written response to me including the file number 424707 within the next seven business days. You may respond by email, fax, or U.S. mail.

Thank you for your attention to this matter.

RUTH E. HOLBROOK
Program Specialist 3
Consumer Protection Division
(360) 738-6188
Fax: (360) 738-6190
belcrc@atg.wa.gov

Enclosure

COMPLAINT SUMMARY
Consumer Information

Name:
Charlotte E Hunter

Address:
8910 58th Ave SE
Lacey, WA 98513

Day Phone:
(360) 556-0717

Evening Phone:

E-mail Address:
readers4@comcast.net

Age Group (optional):
59+

Do you want the Attorney General's Office to send this business a copy of your complaint -

Yes

Names and addresses of any other complainants involved:
Business Information

Name of business that I am complaining about:
Savers/Value Village

Address:
PO Box 808
Bellevue, WA 98004

Phone:
(425) 462-1515

Toll-Free:

Fax:
(425) 451-2250

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

Did you sign a contract -
No

Date of transaction:

Salesperson's name:

Was an advertisement involved -
No

Date and source of advertisement:

About Your Complaint

Have you complained to the business -
Yes

If YES, to whom (include position) -

What response did you receive -

If you have not contacted the business, explain why:
Have you filed a complaint about this business with the Attorney General's Office before -

Yes

If yes, list the file number assigned to that complaint:
0
Have you contacted a private attorney -
No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending -
No

If YES, please explain:

Explain your complaint in detail:
My problem is perception.
The impression any donor or customer receives is that Value Village (Savers) is a non profit giving most of their profits to xyz charities. However, not a single store or shift manager in Thurston, Pierce, or King County (I went to many just to ask the question, as I couldn't find any data on-line) could tell me the actual percentage of income or profit or anything about what they actually give to a charity.
To me, it sounds wrong & detrimental to real non profit thrift shops, such as Goodwill and Salvation Army. I believe Value Village should be investigated, probably at the national level, since, based on my research TVI, Inc. (aka Value Village aka Savers) is a "commercial fundraiser" & thus not required to submit the data to the various states, including Washington.
I believe the info on page http://www.ftc.gov/opa/1998/11/misgiving-pr.shtm definitely applies to Value Village.
Value Village stores have huge signs in the parking lots, plus on their store fronts and windows. For example, at the Lacey location, they have the following large and larger signs visible from the outside:
Donate here
Every time you donate, we pay local nonprofits.
Donations benefit The Arc (two signs)
Community Donation Center (words on huge banner in window plus on huge building sign plus parking lot sign)
Inside the store, there are more signs, in addition to canned announcements every few minutes plus bookmarks scattered everywhere.
Your "Commercial Fundraiser Profile Report for Value Village" at
http://www.sos.wa.gov/charities/search_detail_cfr.aspx - cfr_id=21804 shows even though they have a Registration #21804 they're "Not Registered"
and no financial information can be found for the section at:
Contributions According to the financial information shown at left, % of the contributions raised by this organization were returned to or retained by the charity client(s).
or
Amount to Charity Clients
Also, reviewing both the 2012 and 2013 COMMERCIAL FUNDRAISER ACTIVITY REPORT, STATE OF WASHINGTON at
http://www.sos.wa.gov/_assets/charities/CFAR%20Nov%2026%202012.pdf and
http://www.sos.wa.gov/_assets/charities/FundraiserReport.pdf and the excel file at
http://www.sos.wa.gov/_assets/charities/FundraiserReport.xls and more data available via
http://www.sos.wa.gov/charities/ , I could find no mention of Value Village, Savers, or The Arc.
This site explains a little about the way Value Village contracts with non-profits - - - note the $ .015 per pound given for donated clothing
http://www.givsmart.com/need-a-fundraiser/program-information
This FAQ is very general http://www.valuevillage.com/FAQs.aspx
What percentage of your profits are paid to the nonprofit organizations -
We do not pay our partners based on our profits, so their income is predictable and not dependent on our sales revenue. We contract with each of our nonprofit partners individually, purchasing goods from them in bulk at an agreed upon rate. The details of those contracts are

confidential, but when we negotiate our rates, we assure that the rate we pay them is higher than what they would get selling the goods on the open market or to other resellers. The funds that we pay our nonprofit partners are an unrestricted and reliable source of funding for their local community programs.
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Note 2: Last February I filed a complaint with FTC & the WA attorney general via the e-mail forms, but have never heard back. (My FTC reference number: 34812153.)
Expected resolution details: register, file, decrease erroneous perceptions
What do you think the business should do to resolve your complaint - (circle one)
Other
Explain if you have circled 'Other':

SIGNATURE
I understand that by submitting this complaint to the Washington State Attorney General's Office my complaint and any response from the business and all communications with Attorney General's Office will become public records under state law. Public records are subject to public records disclosure requests and as a public record, my complaint and all related documents may be seen by other people.

I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that the Washington State Attorney General's Office will contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office.

Signature Charlotte Hunter Date 1/28/2013
Received via the Internet
City and State where signed Olympia, WA

Csup Closing Unadjusted (C-UNJ) To: readers4@comcast.net
Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

March 11, 2013

Charlotte E Hunter
8910 58th Ave SE
Lacey, WA 98513

RE: Savers/Value Village
File #: 424707

Dear Charlotte E Hunter:

Our office has received a response from Savers/Value Village regarding your complaint. A copy is attached.

We realize you may disagree with Savers/Value Village's position.

We do not have the legal authority to act as an attorney for private individuals, nor may we act as a judge or arbitrator in individual disputes. If you would like to pursue the matter, you may wish to contact Small Claims Court in your County. General information about Small Claims Court, including contact information, can be found by visiting the following website:

https://www.courts.wa.gov/newsinfo/resources/ - fa=newsinfo_jury.scc&altMenu=smal

For referrals to attorneys in your area, you may call one of the following numbers:
Clark County: 360-695-0599
King County: 206-623-2551 or 211
Lewis County: 360-748-0430
Pierce County: 253-383-3432
Snohomish County: 425-388-3018
Spokane County: http://www.spokanebar.org/ (Telephone number not available)
Thurston County: http://thurstoncountybar.com/ (Telephone number not available)

If you cannot afford an attorney, and have a non-criminal legal problem, you may qualify for assistance from the NW Justice Project's CLEAR Coordinated Legal Advice, which can be reached Toll Free at 1-888-201-1014 or online at the following website:

http://www.nwjustice.org/about_njp/clear.html. In addition, if you are 60 or over, you may call

CLEAR SENIOR at 1-888-387-7111 regardless of income.

Our office may determine that legal action on behalf of the public interest is warranted in the future. For purposes of taking legal action on behalf of all Washington state consumers, your complaint will become part of our public record of this firm's business practices.

RUTH E. HOLBROOK
Program Specialist 3
Consumer Protection Division
(360) 738-6188
Fax: (360) 738-6190
belcrc@atg.wa.gov

Enclosure

Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
103 East Holly Street, Suite 308? Bellingham, WA 98225-4310? (360) 738-6187

March 11, 2013

Savers/Value Village
PO Box 808
Bellevue, WA 98004

RE: Charlotte E Hunter
File #: 424707

Dear Savers/Value Village:

Thank you for your recent response regarding the complaint from Charlotte E Hunter. We appreciate your cooperation and assistance in this matter. The consumer has been informed of your response, and we have closed this complaint accordingly. Your response will become part of our public record.

RUTH E. HOLBROOK
Program Specialist 3
Consumer Protection Division
(360) 738-6188
Fax: (360) 738-6190
belcrc@atg.wa.gov

424707 A

RECEIVED
ATTORNEY GENERAL'S OFFICE

MAR 07 2013

CONSUMER PROTECTION DIVISION-CRC
BELLINGHAM

Value Village
Good deeds. Great deals.

March 5, 2013

Via: FedEx

Ruth E. Holbrook
Program Specialist 3
Consumer Protection Division
103 East Holly Street, Suite 308
Bellingham, WA 98225-4310

Re: File #424707

Dear Ms. Ruth Holbrook,

TVI, Inc. appreciates the opportunity to share with the Washington State Attorney General's Office information regarding our company, our retail business model and long-standing commitment to the communities in which we operate.

TVI, Inc. is a member of a family of privately held companies that together form a global thrift retailer offering new and used clothing and accessories for men, women and children and household goods under the Savers, Value Village, Village des Valeurs, Unique Thrift Store and Valu Thrift Store brands. TVI, Inc. operates in the Pacific Northwest as "Value Village," opening its first of 20 regional locations in 1969. More broadly, our organization has more than 315 stores and 19,000 employees across North America and Australia.

Our company was founded in 1954 with the vision to be a business where our success is tied to the success of the local communities where we have retail stores. For nearly 60 years, we've taken great pride in building a bridge between donors with surplus goods and shoppers who can give those items a second life.

By purchasing and reselling gently used merchandise in a department store-like environment, our stores provide low-cost, high quality merchandise to consumers and benefits to the environment by facilitating the recycling and reuse of used goods. We operate one of the largest recycling programs in the world, preventing more than 600 million pounds of reusable merchandise from ending up in landfills each year.

Of equal importance, our business model is such that we choose to source the majority of products sold in our stores from local nonprofit organizations that collect donations of reusable clothing and household goods from their community. In the state of Washington, we purchase every item nonprofit organizations deliver to Value Village, whether or not that merchandise ever makes it to our retail floors. In the same way, we also pay our nonprofit partners for all merchandise brought directly to their Community Donation Centers ("CDC's") located on-site at our stores. Merchandise is then sorted and Value Village offers the highest quality goods to local shoppers at great bargains. Items that do not sell within a few weeks, or are not suitable for resale, are responsibly recycled.

Of note, our nonprofit partners are paid in bulk at an agreed upon rate for donated items; not as a percentage of our profits. This allows our partners to depend on a steady stream of revenue that supports their much needed community programs and services, regardless of our sales. On average, only 25 percent of the merchandise we acquire from our nonprofit partners is actually purchased by consumers.

Before addressing our business model in more detail, Value Village agrees with Ms. Charlotte E. Hunter's position and importance of educating the community about the impact their donations of clothing and household goods have on the nonprofits we work with on a daily basis. However, we believe the foundation of Ms. Hunter's complaint is a result of her misunderstanding of our model. While we can appreciate that some consumers and donors perceive all thrift retailers to be owned and operated by charitable organizations, Value Village is a for-profit company and we have always positioned our business as such.

By visiting our website (www.valuevillage.com) or inquiring at our stores, consumers can learn more about how their donations support local causes in their community. In addition, we provide visible signage and marketing collateral at our stores that communicate our business model and relationship with local nonprofits. CDC's are also clearly marked with our nonprofit partners' logos, and specially-trained CDC Ambassadors are stationed at the area during store hours to accept donations of clothing and household goods on behalf of our partners. Furthermore, all team members receive special training and have a responsibility to answer questions regarding our efforts to support nonprofits' programs and services. (*Enclosed are examples of exterior store signage and in-store collateral.)

As an organization, we continuously look for additional opportunities to further communicate our model, including working directly with our nonprofit partners. Northwest Center, for example, has been a Value Village partner for more than 45 years. More information on our partnership with Northwest Center is available on their website here: http://www.bigbluetruck.org/About/ValueVillage.asp.

In closing, Value Village believes that consumers should have the choice of which nonprofit organization in their community they wish to support through their donations of clothing and household goods.

Organizations like Northwest Center and The Arc of Washington State operate a donation solicitation business in order to provide a reliable source of funding for the vital work they do in the community, including promoting the rights, development and independence of people with disabilities. However, these organizations don't necessarily have the resources or desire to start their own brick-and-mortar retail thrift business. The initial financial investment alone would be insurmountable for many.

That's why business relationships with companies like Value Village can be so successful for nonprofit organizations. The premise that items donated at thrift retailers other than Value Village do *more* good than those donated to our deserving nonprofit partners, such as The Arc of Washington State and Northwest Center is unfounded. Unfortunately, this premise places a higher value on the work of nonprofits that have the infrastructure and financial resources to manage clothing donation and retail store operations. Without the longstanding and successful business relationships with Value Village, dozens of deserving nonprofit organizations – including The Arc of Washington State and Northwest Center – would see a dramatic reduction in funding for the positive community work they do across the state.

If you would like to discuss any of these comments further, or require additional detail, please do not hesitate to contact me. I will serve as your point of contact and can be reached by phone or email.

Sincerely,

Sara Gaugl

Sara Gaugl
Corporate Communications
TVI, Inc. / Value Village
P: 425.456.1706
E: sgaugl@savers.com

*Attachments

- Photos of the Value Village (Lacey, WA) store:
    a. Rendering of exterior signage package
    b. Photo of exterior store signage
    c. Photo of exterior Community Donation Center signage
    d. Photo of interior donation kiosk and signage
- In-store marketing collateral available to consumers

The Arc
Washington State

Community Donation Center

› Value Village pays local nonprofits every time you donate. **Thank you!**

A.

ValueVillage
the ultimate treasure hunt!
www.valuevillage.com

DO SOMETHING GREAT DO GOOD DO YOUR PART **DONATE.**

The Arc
Washington State

DO A GOOD DEED DO FAVORS DO YOUR PART **DONATE.**

Community Donation Center

Around Back

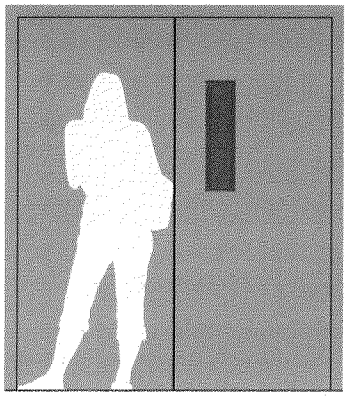
› Value Village pays local nonprofits every time you donate. **Thank you!**

Donation parking only

The Arc
Washington State

Community Donation Center

› Value Village pays local nonprofits every time you donate. **Thank you!**



We need your good quality:

Clothing Books Housewares Furniture

Donation hours
Monday-Saturday 9-9
Sunday 10-7

Thank you!

DO FAVORS DO GOOD DO YOUR PART **DONATE.**

This Location Also Benefits:

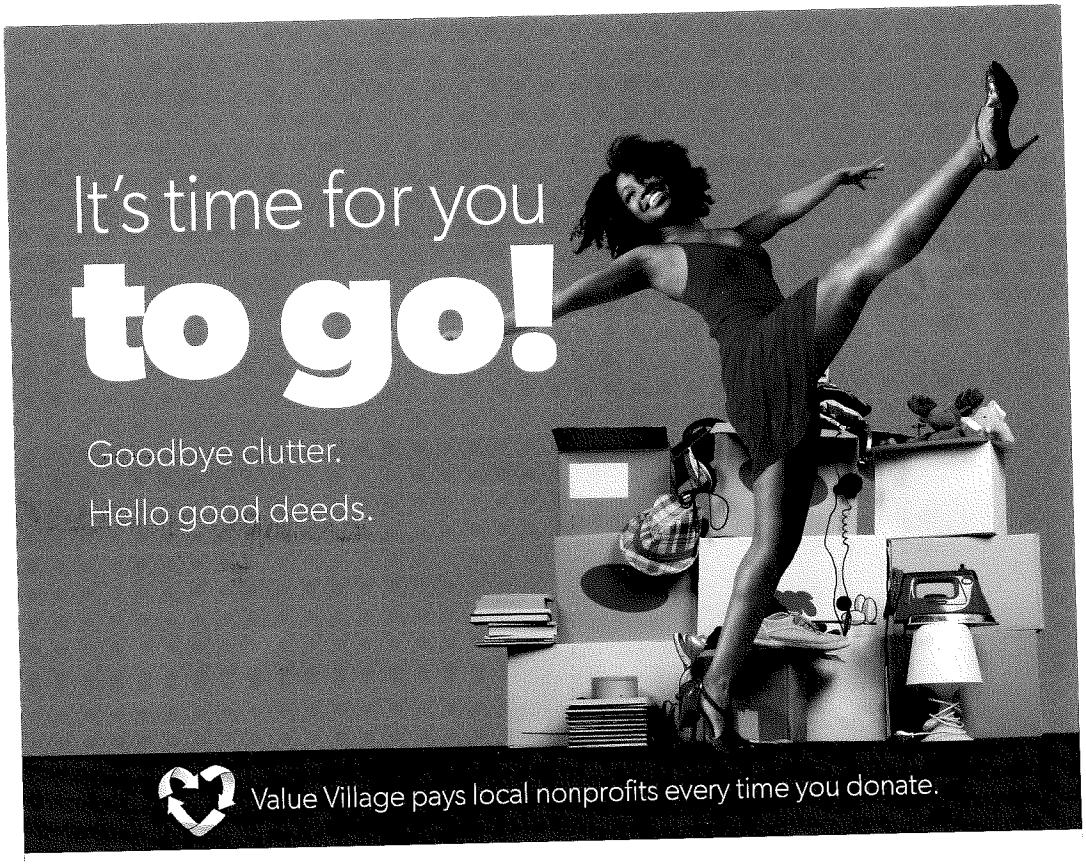
› Additional Non-Profit 1
› Additional Non-Profit 2
› Additional Non-Profit 2

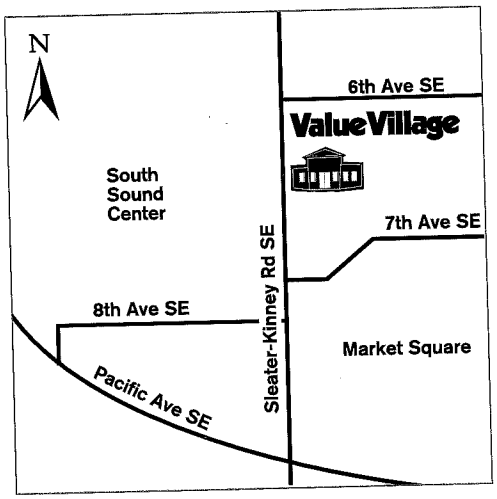
DO FAVORS DO GOOD DO YOUR PART **DONATE.**

Value Village
Donate here
Every time you donate, we pay local nonprofits
B.
Value Village
the ultimate treasure hunt!
www.valuevillage.com
Community Donation Center
Around Back
DONATIONS BENEFIT
Seniors Save 30% Every Tuesday
Savings passes are here!
NO PARKING
FIRE LANE
NO
03/04/2013

The Arc
Washington State
Community Donation Center
Value Village pays local nonprofits every time you donate. Thank you!
NO SCAVENGING!
Violators will be prosecuted to the full extent of the law.
Donations Only Accepted During Business Hours
Violators will be prosecuted to the full extent of the law.
C.
ValueVillage
the ultimate treasure hunt!
www.valuevillage.com
Thank you!
DO FAVORS DO GOOD DO YOUR PART DONATE.
Donations at this Location also Benefit:
Sight Connections
Big Brothers Big Sisters of Puget Sound
Northwest Center
DO FAVORS DO GOOD DO YOUR PART DONATE.
ACCEPTING DONATIONS!
03/04/2013

MUCH MORE!
WWW.SUPERSAVERSCLUBCARD.COM
Welcome to Value Village
In association with:
NORTHWEST CENTER
The Arc
Washington State
sight connection
Our Promise
Turning Donations into Dollars
Value Village partners with non profit organizations across the US, Canada, and Australia. We pay our partners for every donation you make to them – over $1 billion since 1954, which provides them unrestricted, sustainable funding to support vital programs and services in local and global communities.
Fashion For Every Style & Every Home. Extraordinary Value!
With over 5,000 quality items arriving daily, you, your entire family and your home can look great all year long regardless of your budget.
Career Opportunities
Ask any Value Village team member about exciting career opportunities.
Community & Environmental Stewards
Value Village's core values include providing benefits for our community through our non profit alliances and recycling efforts. As a for profit company we also provide jobs and pay taxes that support our local schools, city and community projects.
Contribute to Your Community!
Donate
Donate
Donate
Donate
Value Village
the ultimate treasure hunt!
www.valuevillage.com
03/04/2013





Donate and Make a Difference!

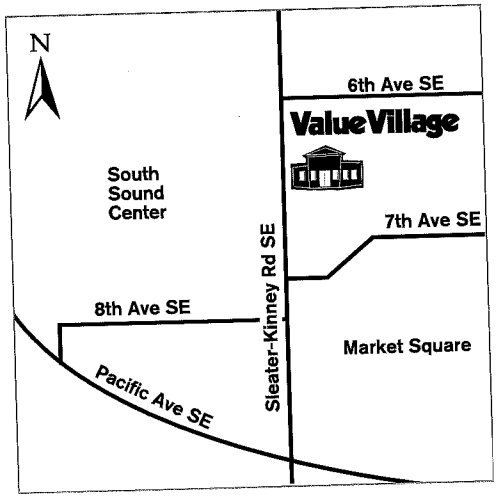
604 Sleater-Kinney Rd SE
Lacey, WA
(360) 923-2410
Mon. - Sat. 9am - 9pm
Sun. 10am - 7pm

Your donations benefit:

The Arc.
Washington State

ValueVillage
Good deeds. Great deals.

For more information on how to donate at a Community Donation Center located at Value Village visit **valuevillage.com** and click "donating."



ValueVillage

Buenas acciones.
Excelentes oportunidades.

¡Haga una donación y marque la diferencia!

604 Sleater-Kinney Rd SE
Lacey, WA
(360) 923-2410
Lun. - Sáb. de 9 a 21 horas
Dom. de 10 a 19 horas

Sus donaciones benefician a:

The Arc.
Washington State

Para obtener más información sobre cómo hacer una donación en un Centro de Donaciones Comunitarias ubicado en Value Village, visite **valuevillage.com** y haga clic en "donating."

REV. 3/2012 1100

Our featured nonprofit at this location is:

The Arc
Washington State

The Arc of Washington State (Pierce County) advocates for the rights and full participation of all people with developmental disabilities.

Donations made at this location also benefit:

Be BIG!
Big Brothers Big Sisters of Puget Sound

Big Brothers Big Sisters of Puget Sound (BBBSPS) provides children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever.

sight connection
living well with vision loss

SightConnection works to enhance the ability of people with vision loss to lead active, independent lives.

NORTHWEST CENTER

Northwest Center's mission is to promote the growth, development, and independence of people with disabilities through programs of education, rehabilitation, and work opportunity.

Rescue Mission
HELP • HOPE • HEALING

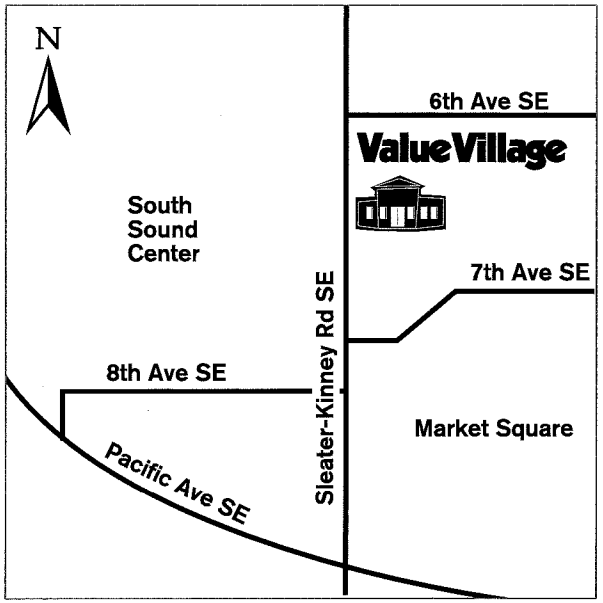
Providing safe housing for homeless men, women and families to aid in getting their lives back. The Rescue Mission serves the Tacoma area.

To see if home pickup is available in your area, visit:

ValueVillage
Good deeds. Great deals.
www.valuevillage.com

Donate today!

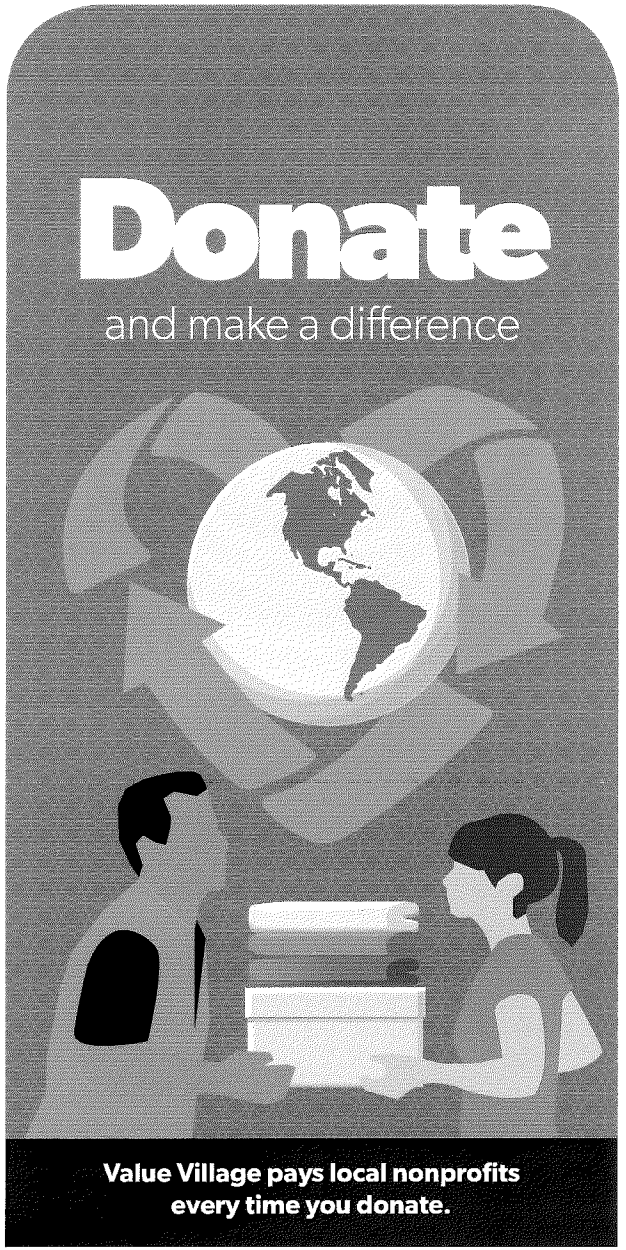
Drop off your quality used clothing and household items at the location listed below.



604 Sleater-Kinney Rd SE
Lacey, WA 98503
(360) 923-2410

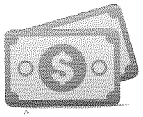
Mon. - Sat. 9am - 9pm
Sun. 10am - 7pm

ValueVillage
Good deeds. Great deals.
www.valuevillage.com



ValueVillage
Good deeds. Great deals.
www.valuevillage.com

Local residents
donate reusable items
at Value Village stores
or directly to its
nonprofit partners



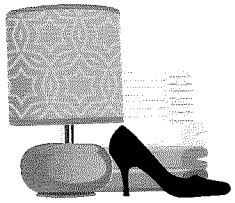
Value Village pays
local nonprofits
every time you donate

You'll love how donating makes you (and everyone) feel.

It's true that Value Village offers the best selection and shopping experience of any thrift store. After all, each store puts out more than 5,000 fresh items every day. But here's something you might not know: we partner with local nonprofits and pay them for all the goods donated at our stores. The more you donate and shop at Value Village, the more your community benefits!

Did you know?

- Value Village has been in the business of recycling and supporting communities for nearly **60 years**.
- Over the past 10 years, we've paid over **140** nonprofit offices **$1.5 billion** which helps fund their community programs and services.
- We're doing our part to protect the planet. Value Village is one of the largest recyclers of used goods in the world, saving more than **600 million pounds** of quality merchandise from landfills each year.
- Value Village is a growing company. Currently, we have more than **285 locations** in the U.S., Canada and Australia which employ over **17,500 people**.



Donations are sorted and
the highest **quality items**
are value priced and
placed on the sales floor

Shoppers
find unique items
at a **great value**

ValueVillage
Good deeds. Great deals.
www.valuevillage.com

Community Donation Center

Community Donation Centers are conveniently located at every Value Village

Donations can be dropped off during our regular store hours.

We welcome donations of good quality:

- Housewares
- Clothing: Men, Women, Kids, Infants
- Small Appliances
- Shoes & Accessories
- Bed & Bath Items
- Media: Books, DVDs, CDs, Software
- Furniture (check with your local store)

Value Village **creates jobs**
and helps support
local communities

Unsold items
are **recycled** or
sent to developing
countries rather
than landfills

For more information on how to donate and to find a location near you visit **valuevillage.com**

Catalyst
Complaint Cover Page

433515

Complaint

Number	**433515**	**Status**	**Closed**
Date	7/10/2013	**Assignee**	**Holbrook, Ruth E**
Location	Bellingham - Consumer Protection Division	Actual Savings	$0.00
NAICS	453300-Used merchandise stores	Amount Disputed	$5,000.00
		Estimated Savings	$0.00

Complainant

Name	Phone Day	Phone Evening	Email
Craig H Chester **229 235th Pl SW** **Bothell, WA 98021-8614**	**(425) 328-8642**	**(425) 328-8642**	**craigch333@yahoo.com**

Respondent(s)

Name	Contact	Phone	Toll Free	Email
Savers/Value Village **PO Box 808** **Bellevue, WA 98004**		**(425) 462-1515**		

Referral(s)

Name	Contact	Phone Contact	Phone	Email

Practice(s)

Code	Practice
304	Questionable Quality/Used

Activities

Date Added	Activity Type	Activity
7/15/2013	Email to Complainant	C ClosingOutsideScopeofServices To: craigch333@yahoo.com
7/15/2013	Resolution-CLOSED INQUIRY/INFORMATION	

Catalyst Report

Complaint Description

Description

I bought a used upholstered office chair that contained bedbugs, value village offered a refund and 50% off an item in there store. I told them it was going to cost thousands to rid our home of the bed bugs. i was bit over three hundred times.

C ClosingOutsideScopeofServices To: craigch333@yahoo.com
Bob Ferguson
ATTORNEY GENERAL OF WASHINGTON
Consumer Protection Division
103 East Holly Street, Suite 308 Bellingham, WA 98225-4310 (360) 738-6187

July 15, 2013

Craig H Chester
229 235th Pl SW
Bothell, WA 98021-8614

RE: Savers/Value Village
File #: 433515

Dear Craig H Chester:

Thank you for contacting the Washington State Attorney General's Office. We received your complaint regarding Savers/Value Village. Unfortunately, our office is not able to assist consumers with some issues. The concerns you present in your complaint are outside the parameters of the informal complaint resolution services provided by our Consumer Resource Center.

Our office obtains valuable information from individual consumer complaints. Your complaint will become part of our public record of business practices. We maintain complaint files of business practices that may be useful if enforcement action on behalf of the State of Washington is warranted in the future.

Your issue may require the services of a private attorney. For referrals to attorneys in:

Clark County: 360-695-0599
King County: 206-623-2551 or dial "211"
Lewis County: 360-748-0430
Pierce County: 253-383-3432
Snohomish County: 425-388-3018
Spokane County: http://www.spokanebar.org/ (Telephone number not available)
Thurston County: http://thurstoncountybar.com/ (Telephone number not available)

If you cannot afford an attorney, and have a non-criminal legal problem, you may qualify for assistance from the NW Justice Project's CLEAR Coordinated Legal Advice, which can be reached Toll Free at 1-888-201-1014 or online at the following website:

http://www.nwjustice.org/about_njp/clear.html. In addition, if you are 60 or over, you may call

CLEAR SENIOR at 1-888-387-7111 regardless of income.

You may also wish to contact your City or County Health Department regarding this matter.

Although we are unable to directly assist you with this matter, we appreciate you contacting our office. A copy of your complaint will be retained in our public records.

RUTH E. HOLBROOK
Program Specialist 3
Consumer Protection Division
(360) 738-6188
Fax: (360) 738-6190
belcrc@atg.wa.gov

STATE of WASHINGTON SECRETARY of STATE

Charities Program • 801 Capitol Way South • PO Box 40234 • Olympia, WA 98504-0234
Phone: 360-725-0378 • Fax: 360-664-4250 • E-mail: charities@sos.wa.gov
Web Address: www.sos.wa.gov/charities

March 11, 2010

Savers, Inc. (aka Value Village)
PO Box 808
BELLEVUE, WA 98009

Reference Number: 21804
APPID: 1640917

Dear Savers, Inc.:

It has come to our attention that Savers, Inc. solicit and receive contributions in Washington State on behalf of one or more charitable organizations (e.g. via its Community Donation Centers, etc.). As a result, the organization's activities are subject to the provisions of the Charitable Solicitations Act, RCW 19.09. Pursuant to Washington State law, the organization is required to register with our office as a "commercial fundraiser"[1], unless otherwise exempted. Registration form(s) and copies of the applicable laws are enclosed for your review.

Please submit the following items and the **"bar code sheet"** (on reverse) to our office within **30 days** from the date of this letter:

- ☒ Application to Register as a Commercial Fundraiser
- ☒ Solicitation Report for most recent fiscal/accounting year-end
- ☒ Proof of $15,000 Surety Bond
- ☒ $250 initial registration fee
- ☐ Other :

Expedited Service is available for an additional fee.

If you believe that registration is not required, please provide our office with written information regarding the organization, including a copy of its written contract agreement with a charitable organization. Please state the precise legal and factual basis upon which you base your belief that the organization is not required to register pursuant to Washington's Charitable Solicitations Act. Upon receipt, we will review your materials and provide the organization with a written determination regarding registration pursuant to RCW 19.09.

Please do not hesitate to contact our office at charities@sos.wa.gov or 360-725-0378 if you have any questions or require assistance. Press menu option 0 for a Customer Service Representative.

Sincerely,

Tabatha Blacksmith
Charities Program
Office of the Secretary of State

[1] The definition of a "commercial fundraiser" can be found in RCW 19.09.020(5).

ValueVillage
good all around

Enter City or Postal Code FIND YOUR STORE

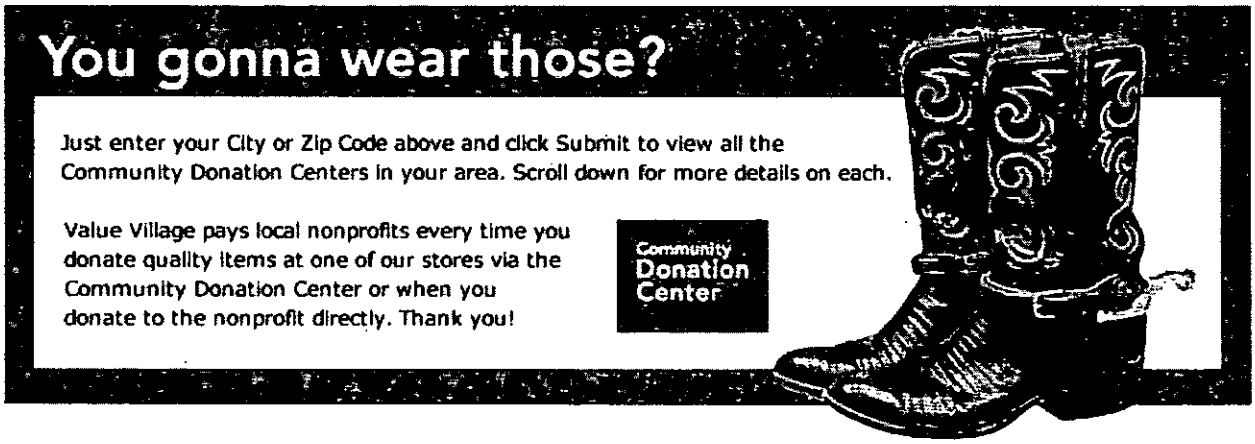
HOME SHOPPING HALLOWEEN DONATING CAREERS CONTACT US COMPANY

where to donate

PRINT PAGE >

Enter City or Postal Code **Distance:** 50 miles

Search for: Donation Drop-Off Locations Donation Home Pick-up Service SUBMIT



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WHERE TO DONATE
OUR NONPROFITS
WHY DONATE
WHAT TO DONATE
HOW TO DONATE

donating

PRINT PAGE >

NONPROFIT ALLIANCES

The Good We Do

Our longstanding success hinges on solid working relationships with 120 nonprofit partners across the US, Canada, and Australia. Every time you donate reusable clothing and household items either to them or directly to us at one of our stores via a Community Donation Center, we pay them. Since 1954, we've paid more than $1 billion! That's pure sustainable funding that supports their programs and services in your communities and beyond.

Why we do it

Partnering with local nonprofits is not a byproduct of our business—it's how we do business. Our principles of giving back and providing opportunities are values we were founded on and are values we still embrace today.

How it Works

Our nonprofit partners contact people in the community like you to ask for donations of reusable clothing and household items.

We then pay our nonprofit partners based on the number of boxes and bags of merchandise they deliver to us. Additionally, we also pay them for donations our customers deliver directly to our stores via our Community Donation Centres.

From there, our staff sorts through the donations to select the highest quality reusable items then prices and displays them.

What results

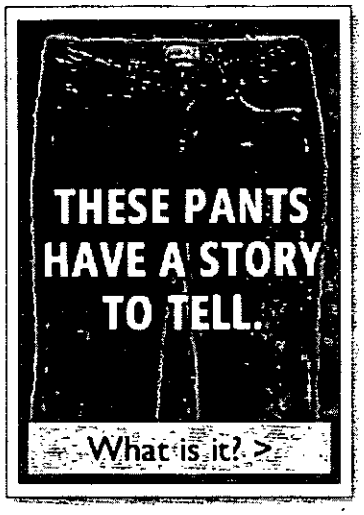
Customers enjoy the best selection of merchandise of any thrift store in the world. Donors feel great about making a difference. And nonprofits get reliable funding for their programs that benefit your local community. What a great way to pay it forward.

Click here to find donation drop off locations and home pick up services near you.

Nonprofit business opportunities

Our contracts with our nonprofit partners range from 1-3 years and involve regular sizable deliveries to our stores. Organizations with smaller volumes can get in touch with contracted nonprofit organizations for special arrangements not associated with Savers. Please check our nonprofit list to find nonprofit organizations in your area.

EMAIL SIGN-UP
Enter your Email to get our newsletters!
ENTER >



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WHERE TO DONATE
OUR NONPROFITS
WHY DONATE
WHAT TO DONATE
HOW TO DONATE

donating

PRINT PAGE >

HOW TO DONATE

DROP IT OFF
Did you know we pay our nonprofits based on the volume of items dropped off? Bring your quality reusable items to a Community Donation Centre located at every Value Village and you'll be supporting a good cause and US donors will get a tax receipt.

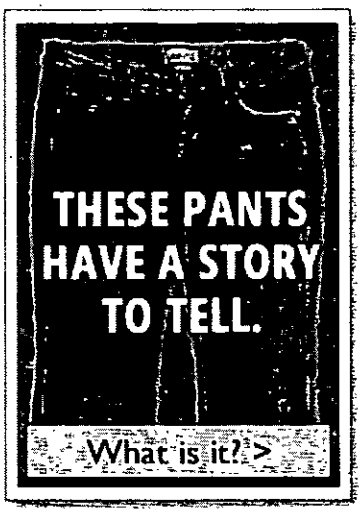
What to Donate
Find your local Community Donation Center

CALL FOR A PICK UP
It's easy. Just contact one of our nonprofit partners near you to donate your quality reusable goods and ask questions on what's acceptable.

THANK YOU!
Whether you drop off or it is picked up, we pay local nonprofits every time you donate. It's a win-win.

Tell us about your donation experience.
donationfeedback@savers.com

EMAIL SIGN-UP
Enter your Email to get our newsletters!
ENTER >



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CONTACT INFO
SUGGEST A STORE
BUSINESS OPPORTUNITIES
FAQs

contact us

PRINT PAGE >

GET IN TOUCH

Need help? Many answers to frequently asked questions are listed on our FAQs page.

If you can't find the answer to your question there, please contact us by email at: customercare@savers.com.

If you are experiencing problems with our website, please email:SaversSupport@Channelready.com

Savers/Value Village
Headquarters Address
11400 S.E. 6th Street, Suite 220
Bellevue, WA 98004
Telephone: (425) 462-1515
Fax: (425) 451-2250

Mailing Address
P.O. Box 808
Bellevue, WA 98009

Savers Recycling Distribution Center
4101 K Industry Drive East
Fife, WA 98424
Telephone: (253) 896-0055 Ext. 207
Fax: (253) 896-0160
recycling@savers.com

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ABOUT US
THE SAVERS CYCLE
PRESS ROOM
RECYCLING
OUR HISTORY
SURVEYS

company

PRINT PAGE >

THE SAVERS CYCLE

When we reuse and recycle responsibly, the people and the planet benefit in exponential ways. We call it The Savers Cycle, and it's how we've done business for more than 55 years. Our for-profit company partners with local nonprofit agencies to make sure the funds stay local. Here's how it works.

DONATE

Our nonprofit alliances contact people in the community to ask for donations of reusable clothing and household items. We pay our nonprofit alliances based on the number of boxes and bags of merchandise they've collected from you and then deliver to us. In the same way, we also pay our nonprofit alliances every time you donate gently used goods directly at our stores via Community Donation Centers.

REUSE & RESTYLE

All donations get sorted by our store teams and only the highest-quality reusable items are value-priced and merchandised according to department, style, size and color. After that, the items are ready to sell.

AROUND THE GLOBE

The majority of items that don't sell are shipped to developing nations through both wholesale and philanthropic efforts. Individuals in developing countries can then create their own marketplaces that service citizens who rely on affordable, quality merchandise.

THE BENEFITS

TO THE COMMUNITY

- Last year, we paid our nonprofit partners and their programs more than $117 Million to fund their programs and services. To date, we've paid more than $1 billion since 1954.
- Customers also benefit by getting access to quality used goods at a great value.

TO THE WORLD

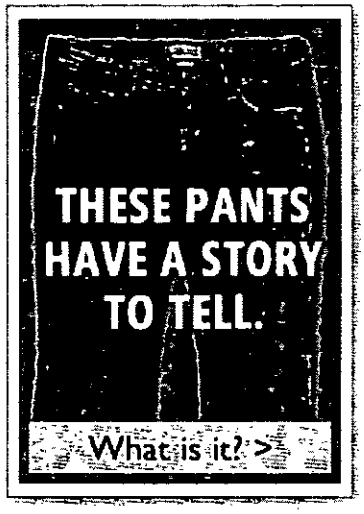
- Individuals in developing countries around the world can now create their own marketplaces in which to conduct commerce.
- As a result, other individuals in these countries have a resource where they can find used, affordable merchandise.

TO THE PLANET

- We're doing our part to save our planet from the 20-billion pounds of used clothing and textiles tossed into landfills each year.
- Our recycling program prevented 280 million pounds of unsold merchandise from ending up in landfills last year by reselling to domestic and international people in need.

KEEP THE CYCLE GOING

EMAIL SIGN-UP
Enter your Email to get our newsletters!
ENTER >



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CLS010M1 Corporate Licensing Division 03/02/99
Corporation Look-up

Corp: 2469 7914 UBI: 601 448 458
VALUE VILLAGE STORES, INC.

Agent: JEROME D CARPENTER
777 108TH AVE NE STE 1900
BELLEVUE WA 98009 9016

Corp Type : P
Category : REG
Record Stat: A
Corp Tenure: PER
Incorporated WA 03/02/1993

LIC EXP: 03/31/99
Init LOF Filed:
Reg Exp:
File Date:
Roll Loc1: 95020 1783
Last Ref1: 980324 RNL 0000

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
FRWD UBI CORP# SNAM LACCT FNAM EXIT

CLS010M1 Corporate Licensing Division 03/02/99
Corporation Look-up

Corp: 2342 1456 UBI: 600 534 604
TVI, INC.

Agent: JAY D CARPENTER
777 108TH AVE NE # 1900
BELLEVUE WA 98009 9016

Corp Type : P
Category : REG
Record Stat: A
Corp Tenure: PER
Incorporated WA 03/14/1984

LIC EXP: 03/31/99
Init LOF Filed:
Reg Exp:
File Date:
Roll Loc1: 95020 1785
Last Ref1: 980324 RNL 0000

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
FRWD UBI CORP# SNAM LACCT FNAM EXIT

SOS: 12/18/1997 - 81965

VALUE VILLAGE • SAVERS

December 10, 1997

Ms. Tabatha Johnson
Office of the Secretary of State, Charities Division
505 E. Union Avenue
P.O. Box 40234
Olympia, WA 98504-0234

Dear Ms. Johnson:

This letter is in response to your correspondence, dated December 8, 1997, requesting that our company, TVI, Inc. d.b.a. Value Village, register as a commercial coventurer.

TVI, Inc. has determined that registration is not required for our company. We have based this finding on WAC 434-120-025 paragraph 3c. Please see the attached copy of this provision. TVI, Inc. does not represent to the public, in any way, that if they purchase goods from our stores, a specified portion of the sales price or a certain sum of money or some other specified thing of value will be donated to a named charitable organization.

If you have any additional questions, please feel free to contact me at (425)462-1515 Ext. 2346.

Sincerely,

Christina M. Markert
Corporate Administrator

Encl.

cc: Thomas A. Ellison, President
Michael V. Griffith, Vice President

CMM/lh

WAC 434-120-015 Official address and telephone number. (1) The address for all correspondence is the Corporations Division, Office of the Secretary of State, P.O. Box 40234, Olympia, Washington 98504-0234.

(2) In-person transactions may be made at the Corporations Division Office, 505 Union S.E., Second Floor, Olympia, Washington. There is an expedited in-person fee of twenty dollars for single or multiple transactions within each charitable organization or commercial fund raiser file.

(3) The telephone number is (360) 753-7118 or (360) 753-7120. The toll free number in Washington is 1-800-332-GIVE (1-800-332-4483).

[Statutory Authority: Chapters 34.05, 19.09, 11.110 and 43.07 RCW and 1993 c 471. 94-01-004, § 434-120-015, filed 12/1/93, effective 1/1/94. Formerly WAC 434-19-012 and 434-19-013.]

WAC 434-120-020 Office hours. Business hours of the corporations division are 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays. Over-the-counter service is available to provide same day service for individual requests brought in before 4:30 p.m. (see WAC 434-110-060) and telephone service is available from 8:00 a.m. to 5:00 p.m.

[Statutory Authority: Chapters 34.05, 19.09, 11.110 and 43.07 RCW and 1993 c 471. 94-01-004, § 434-120-020, filed 12/1/93, effective 1/1/94. Formerly WAC 434-19-014.]

WAC 434-120-025 Definitions. (1) "Charitable organization" means any entity that solicits or collects contributions from the general public where the contribution is or is purported to be used to support a charitable activity, but does not include any commercial fund-raiser or commercial fund-raising entity as defined in this section. "Charitable":

(a) Is not limited to its common law meaning unless the context clearly requires a narrower meaning;

(b) Does not include religious or political activities; and

(c) Includes, but is not limited to, educational, recreational, social, patriotic, legal defense, benevolent, and health causes.

(2) "Charitable trust" means any real or personal property right held by an entity or person that is intended to be used for a charitable purpose(s). The trust may be created by will, deed, articles of incorporation, or other governing instrument. It may be express or constructive.

(3) "Commercial coventurer" means a corporation, partnership, sole proprietorship, limited liability company, limited partnership, limited liability partnership, individual, or other entity that:

(a) Is regularly and primarily engaged in making sales of goods or services for profit directly to the general public; and

(b) Is not otherwise regularly or primarily engaged in making charitable solicitations in this state or otherwise raising funds in this state for one or more charitable organizations; and

(c) Represents to prospective purchasers that if they purchase a good or service from the commercial coventurer, a specified portion of the sales price or a certain sum of money or some other specified thing of value will be donated to a named charitable organization; and

(d) Does not ask purchasers to make checks or other instruments payable to a named charitable organization or any entity other than the commercial coventurer itself under its regular commercial name.

(4) "Compensation," means salaries, wages, fees, commissions, or any other remuneration or valuable consideration. Compensation shall not include reimbursement for expenses incurred and documented or noncash awards or prizes, valued at one hundred dollars or less, given annually to each volunteer.

(5) "Solicitation," means any oral or written request for a contribution, including the solicitor's offer or attempt to sell any property, rights, services, or other thing in connection with which:

(a) Any appeal is made for any charitable purpose; or

(b) The name of any charitable organization is used as an inducement for consummating the sale; or

(c) Any statement is made that implies that the whole or any part of the proceeds from the sale will be applied toward any charitable purpose or donated to any charitable organization; or

(d) The solicitation shall be deemed completed when made, whether or not the person making it receives any contribution or makes any sale.

(6) "Solicitation," as defined in RCW 19.09.020(15), for the purposes of these regulations, shall not include any of the following:

(a) An application or request for application for a grant, contract, or similar funding from any foundation, corporation, governmental agency or similar entity which has an established application and review procedure for reviewing such requests;

(b) The attempt to sell a service or good which constitutes the basis of the charitable organization's activities under which the federal income tax exemption was granted, or is the primary purpose for the existence of the charitable organization. This includes, but is not limited to, admission to a theatrical or other performance presented by a charitable organization that is a drama, musical, dance, or similar group and fees for services such as a hospital provides or use of the charitable organization's facilities; or

(c) Bingo activities, raffles, and amusement games conducted under chapter 9.46 RCW and applicable rules of the Washington state gambling commission.

(7) "Commercial fund-raiser" or "commercial fund-raising entity" means any entity that for compensation or other consideration within this state directly or indirectly solicits, receives or raises contributions for or on behalf of any charitable organization or charitable purpose, or that is engaged in the business of or is held out to persons in this state as independently engaged in the business of soliciting or receiving contributions for such purposes. However, the following shall not be deemed a "commercial fund-raiser" or "commercial fund-raising entity":

(a) Any entity that provides fund-raising advice or consultation to a charitable organization within this state but neither directly nor indirectly solicits or receives or raises any contribution for or on behalf of any such charitable organization; or

(b) A bona fide officer or other employee of a charitable organization.

December 8, 1997

Value Village
11400 SE 6th Street SW, #220
Bellevue, WA 98004

Dear Charity or Fundraiser,

This is our Second Notice to your organization regarding your unregistered status under the Washington State Charitable Solicitations Act. **Your organization may be in violation of state law and must take immediate steps to correct this situation.**

Registration with the Secretary of State's office is required* for all organizations who solicit or receive any form of donation(s) from any individual or entity in the state of Washington**.

This registration is separate from, and in addition to, any corporate documents you may already be filing with the Office of the Secretary of State.

Failure to respond within 14 days from the date of this letter will result in the following actions being taken by our office:

- **The Office of the Attorney General, Consumer Protection Division, will be notified of your failure to respond to our office's requests for registration under the Charitable Solicitations Act.**
- **A press release will be issued to the local media in the areas in which you are soliciting, notifying them that you are in possible violation of the Charitable Solicitations Act. We will ask them to warn area residents and recommend that no donations are given to your organization.**
- **Your organization's name will be placed on our internet site, where potential donors will be informed of your possible violation of Washington state law. Our internet site will include a recommendation that no donations be given to unregistered organizations.**

Your organization must cease all fund-raising in the state of Washington until you are properly registered with our office.

Should you determine that registration is not required for your organization, please contact our office in writing and provide a brief explanation as to why your organization does not fall under the registration requirement. This will allow us to update our records accordingly.

Please contact our office at: (360)753-7120 Ext. 4, if you have any questions or require assistance. A copy of the applicable laws have been provided for your convenience. Thank you.

Office of the Secretary of State, Charities Division
cc: Office of the Attorney General, Consumer Protection Division

*Registration is required unless otherwise exempted. Exemptions can be found in WAC 434-120-100.
**Definitions of a "solicitation" can be found in WAC 434-120-025(5) & (6).

Value Village

Secretary of State's Office
Charities Division
505 E. Union Avenue
P.O. Box 40234
Olympia, WA 98504-0234

facsimile transmittal

To: Kristina Fax: 425-451-2250

From: Tabatha Johnson Date: 9/22/97

Re: Pages: 5

CC:

☒ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Notes: corrected copy of CCV form & copy of Fundraising Service Contract

Thank you for your assistance

September 18, 1997

Value Village
11400 SE 6th Street SW, #220
Bellevue, WA 98004

RE: Registration under the Charitable Solicitations Act

Dear Sir or Madam,

Recently, our office received an inquiry regarding the registration status of your organization under the Charitable Solicitations Act.

According to our records, your organization is not registered with our office as required by Washington state law.

Recent changes to the Washington Administrative Code now require organizations who are primarily engaged in the making of sales of goods or services for profit, and who represent to the consumer public that a portion of the sales price, a certain sum of money, or some other thing of value will be donated to a named charitable organization if they purchase said goods or services, must register with our office as a Commercial Coventurer.

In addition, Fundraising Service Contract forms must be submitted for each charitable organization that benefits from your activities.

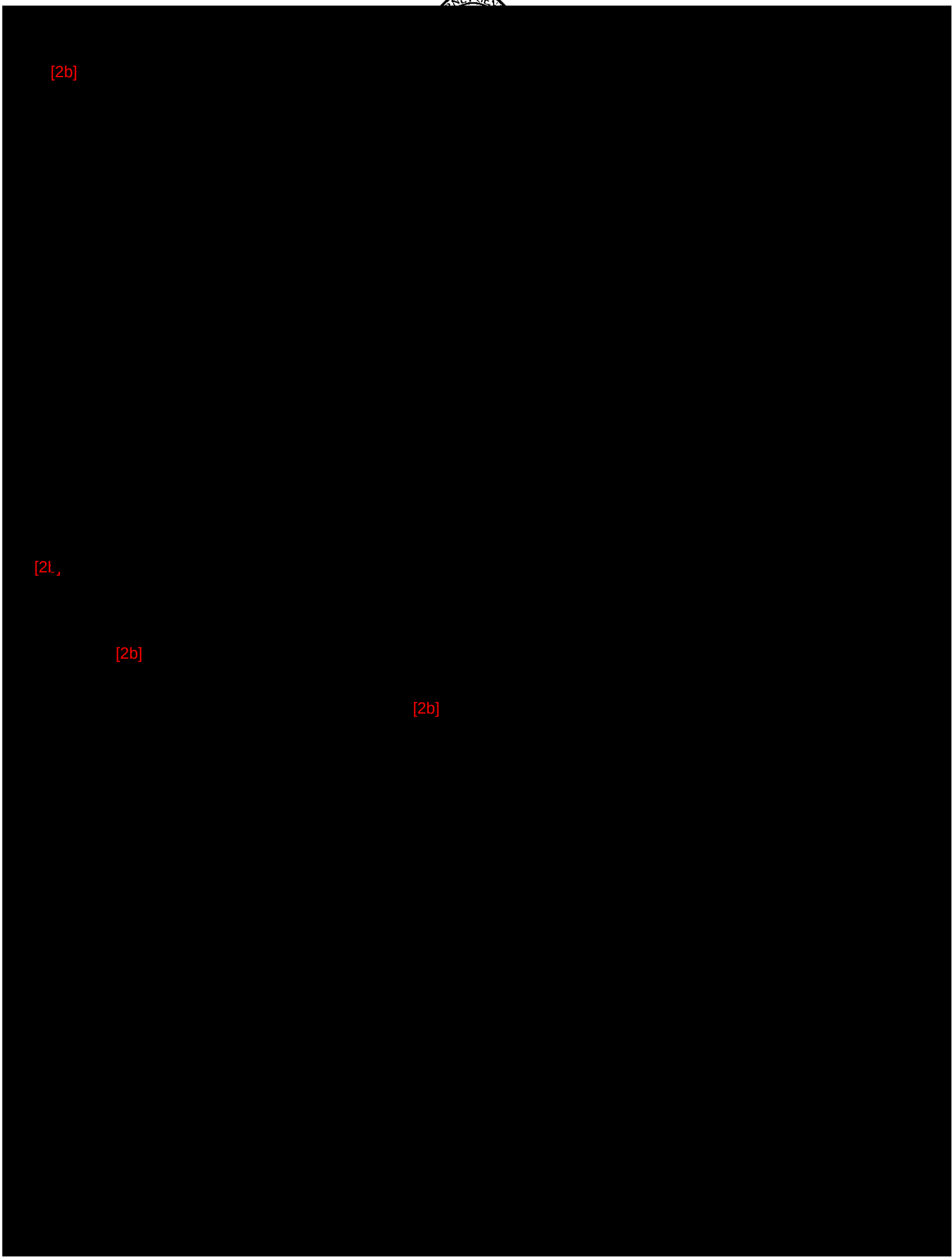
Please complete and submit the enclosed forms to our office within thirty days from the date of this letter.

Any organization that fails to comply with registration requirements in a timely manner will be forwarded to the Office of the Attorney General for further action.

If you have any questions, please contact our office at: (360)753-7120 Extension 247 or 261.

Thank you.

Office of the Secretary of State, Charities Division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Ken Eikenberry
ATTORNEY GENERAL OF WASHINGTON
900 Fourth Avenue #2000 • Seattle, WA 98164-1012

March 25, 1992

RECEIVED
APR 03 1992
SECRETARY OF STATE
STATE OF WASHINGTON

Value Village
19500 Highway 99
Lynnwood, WA 98036

Re: Charitable Solicitations Act
File #10-92-03995

Dear Sir/Madam:

It has come to our attention that you are operating either as a Charitable Organization or as a Professional Fund Raiser in this State. In checking with the Secretary of State's Office we can find no record of your registration.

RCW 19.09, the Charitable Solicitations Act, requires registration of both Charities and Fund Raisers under certain circumstances. Should you seek further information concerning registration, the Charities Division of the Office of the Secretary of State has a toll-free number: 1-800-332-4483.

We would appreciate a prompt written response from you regarding what action you take in this matter. Please address your letter to me at the address shown below my name.

Sincerely,

Jo Addison
Consumer Representative
Consumer and Business
Fair Practices Division
900 Fourth Avenue, Suite 2000
Seattle, WA 98164-1012

cc:

Charities Division
Office of the Secretary of State
Olympia, WA 98504-0422

SECRETARY of STATE
Ralph Munro

Charitable Solicitations Division
Olympia, Washington 98504-9000
1-800-332-GIVE

December 19, 1988

Mr. Stephen R. Thomas
Attorney At Law
140 Southwest 153rd Street
Seattle, WA 98166

Dear Mr. Thomas:

Thank you for your letter dated December 12, requesting information from the files maintained by the Charitable Solicitations Division.

The document requested, the solicitation contract between T.V.I., Inc. and The Northwest Center for the Mentally Retarded, is not required to be filed under the Charitable Solicitations Act (RCW 19.09) and thus would not be normally found in our files.

The Act requires Charitable Organizations to file a Registration of Fundraising Service Contract form (copy attached) when engaging the services of an Independent Fundraiser (IFR). Unfortunately, T.V.I., Inc. is not a registered IFR at this time, and the charity in question has not submitted the registration form summarizing their relationship with T.V.I., Inc. The charity indicated on its most recent annual registration document that it does not employ the services of an IFR.

If this office can be of further assistance to you, or if you have additional information which may help this office obtain the material you desire, please feel free in contact us again.

Sincerely,

JOHN DZIEDZIC
Special Assistant

encl: Fundraising Service Contact Form
RCW 19.09

SECRETARY of STATE
Ralph Munro

Charitable Solicitations Division
Olympia, Washington 98504-9000
1-800-332-GIVE

October 6, 1988

Value Village
11400 SE 6th St SW, 220
Bellevue, WA 98004

RE: INDEPENDENT FUND RAISERS REQUIRED TO REGISTER

Our office received an inquiry about the registration status of your organization.

The Charitable Solicitations Act (RCW 19.09) requires organizations soliciting funds for charitable purposes to file certain documents with the Secretary of State. These doucments, along with a copy of RCW 19.09 and WAC 434-19 are enclosed for your review.

These documents are in addition to the forms necessary to comply with the laws dealing with profit and non-profit corporate registrations. To register in accordance with the Charitable Solicitations Act, please submit the requested information, $50 ANNUAL registration fee, and the required surety bond to our office.

If you have any questions or need further assistance, please contact this office at 1-800-332-GIVE. Outside Washington (206) 753-7121.

Sincerely,

Rebecca Prall

REBECCA PRALL
Charities Division

Enclosures
12:588

SECRETARY of STATE

Ralph Munro

Legislative Building MS: AS-22
Olympia, Washington 98504-9000
(206) 753-7121

August 25, 1987

Value Village
11400 SE 6th St SW 220
Bellevue, WA 98004

RE: REGISTRATION UNDER THE CHARITABLE SOLICITATIONS ACT

Our office received an inquiry about the registration status of your organization.

The Charitable Solicitations Act (RCW 19.09) requires organizations soliciting funds for charitable purposes to file certain documents with the Secretary of State. These documents, along with a copy of RCW 19.09 are enclosed for your review. These Documents are in addition to the forms necessary to comply with the laws dealing with profit and non-profit corporate registrations.

To register in accordance with the Charitable Solicitations Act, please submit the requested information and $10 annual registration fee to our office.

If you have any questions or need further assistance, please contact this office at 1-800-332-give. Outside Washington (206) 753-7121.

Sincerely,

REBECCA PRALL
Charities Division

Enclosures
11:787

NR
11-13-87
4/4/88
NR

SECRETARY of STATE

Ralph Munro

Legislative Building MS: AS-22
Olympia, Washington 98504-9000
(206) 753-7121

August 18, 1987

IFR
NOT CHO

Value Village
PO Box 2608
Vancouver, WA 98668

RE: REGISTRATION UNDER THE CHARITABLE SOLICITATIONS ACT

Our office received an inquiry about the registration status of your organization.

The Charitable Solicitations Act (RCW 19.09) requires organizations soliciting funds for charitable purposes to file certain documents with the Secretary of State. These documents, along with a copy of RCW 19.09 are enclosed for your review. These Documents are in addition to the forms necessary to comply with the laws dealing with profit and non-profit corporate registrations.

To register in accordance with the Charitable Solicitations Act, please submit the requested information and $10 annual registration fee to our office.

If you have any questions or need further assistance, please contact this office at 1-800-332-give. Outside Washington (206) 753-7121.

Sincerely,

REBECCA PRALL
Charities Division

Enclosures
11:787

NEW
FRONTIERS & GROWTH

July - August 1987

arc

Association for Retarded Citizens of Clark County

1981, 1983 and 1986 Scroll Award For Outstanding Newsletters - ARC of Washington

P.O. BOX 2608 VANCOUVER, WASHINGTON 98668 206/695-1029

RECEIVED
JUL 20 1987

ARC/Value Village Shows Off New Truck

THEY'RE HERE! As of March 1st, the ARC has aquired additional new trucks for their fleet, to pick up your donations of clothing and reusable household items for resale through the Value Village Thrift Stores. Our new trucks are white, with the ARC logo "When You Give Help, You Give Hope" painted in blue on the sides. Clearly marked and well-maintained trucks uphold our professional image and publicize our organization. They also differentiate us from unmarked trucks that have removed donations left for us, without the resident's permission. Not only are the new trucks easy to identify, but our drivers also wear uniforms and carry ARC Identification Cards.

Our telephone solicitors canvass most areas of Vancouver and surrounding Clark County approximately every 5 to 7 weeks. If you have not been contacted recently and have items you would like to donate, please call the Solicitation Office (693-1985) to arrange for pick-up. Since we must plan our routes as efficiently as possible to fully utilize the space in the truck and the time of the drivers, please let us know if your donation is especially large or bulky (i.e. furniture, or many bags/boxes of clothing.)

We accept almost any type of clothing or household item THAT CAN BE REUSED AS IS. Since we do not have the facilities for cleaning, mending, repairing or reupholstering, we cannot accept items requiring these services. We have an "all or nothing" policy regarding the acceptability of goods. If PART of your donation is not reusable without repair, our driver will not take ANY PART OF THE TOTAL DONATION. It simply would be unfair (not to mention extremely irritating!) for a driver the "scrounge" through your bags, taking only the "better" items. If you have any questions pertaining to the acceptability of goods, please let us know; otherwise, the final decision rests with the driver.

It is VERY IMPORTANT to clearly mark your bag or box "ARC" so that our drivers know it's LEGAL to take it. WE WILL NOT TAKE ANYTHING THAT IS NOT MEANT FOR US. You will be called the day before the pick-up day as a reminder and our "Call-Back-Person" will go over the information with you. Most likely, you will leave your donation on the front porch, where it is in plain sight. Certainly, "in front of the garage" or "on a patio" are acceptable, if these are the most convenient places for the drivers to locate your bags. Our drivers will gladly ring your doorbell, if you prefer to keep your donation inside (especially in bad weather), but be sure that your items are in bags or boxes and ready to go.

Blue ARC logo and slogan help identify new trucks.

Keep in mind that we only have one driver to a truck and that he must be able to lift or carry your items to the truck. Although our drivers have been known to manouver a couch into the truck by themselves, it is helpful (and greatly appreciated!) if someone is at home to assist him in moving items that are especially heavy or bulky.

After your donation has been picked up our drivers always leave a Tax Receipt, so that you may list a fair-market value of the items you wish to claim on your taxes. If you have any questions pertaining to our pick-up procedure please contact the Solicitation Office (693-1985). Your donation provides a valuable source of income to the ARC, and we appreciate your continued support.

SSI INFO

Unlike applicants for Social Security benefits who need credit for a certain amount of work, aged, blind, and disabled individuals who have never worked may be eligible for monthly supplemental security incom (SSI) payments.

SSI is a Federal program that provides monthly checks for aged, blind and disabled people who have limited income and resources. Eligibility is based in part on need rather than on a person's work history, as is the case with Social Security beneficiaries. In fact, a person may receive both SSI and Social Security payments. In such cases, however, the SSI payment is usually reduced.

An individual or couple may have some income and resources and still receive SSI payments. Resources refer to the things a person owns, such as real estate, personal property, a savings or checking account, stocks and bonds, and even cash.

Some resources are not counted when eligibility for SSI is determined. Depending on their value, for example, person and household goods, insurance policies, and a car may not count.

Neither is the individual's or couple's home counted if it is the principal place of residence. In addition, up to $1,500 in burial funds an individual and his or her spouse each have is not counted when eligibility is determined.

Under the law, SSI payments may begin only with the date of application or date of eligibility, whichever is later. Therefore, anyone who believes he or she may be eligible for SSI payments should not delay making application. We have more detailed information about the SSI eligibility requirements here at the Vancouver Social Security office.

NEW
FRONTIERS & GROWTH
Association for Retarded Citizens of Clark County
Published Bi-Monthly by ARC of Clark County, Vancouver, Washington

Pam Ambers ..... President
Larry Silveira ..... Editor
Lori Watson ..... Assoc. Editor
Typesetting, Layout, Design and Artwork ..... Rapid Print, Inc.
Printing ..... Post Publications
Collating/Mailing ..... Valley Work Center

arc Association for Retarded Citizens of Clark County
P.O. Box 2608 • Vancouver, Washington 98668-2608

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Ralph Munro/Secretary of State
State of Washington
Olympia WA 98504

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Doc No: 649485-001

November 15, 2002

Bradley Whiting, General Counsel
Savers, Inc.
PO Box 808
Bellevue, WA 98009

RE: Charitable solicitation registration requirements

Dear Mr. Whiting,

Thank you for your letter, dated October 18, 2002, in response to our inquiry letter, dated September 20, 2002, regarding Savers' possible registration requirements pursuant to Washington's Charitable Solicitations Act, RCW 19.09.

Please accept our apologies for the amount of time it has taken to respond to your letter. We are sorry for any inconvenience this delay may have caused you or your organization and hope to better serve you in the future.

According to your letter and the attached sample agreement, Savers does not solicit or receive charitable contributions. Consequently, it appears that Savers does not meet the definition of a "commercial fundraiser" and is therefore not required to register as such pursuant to RCW 19.09.

On page two of your letter, you indicated that Savers informs its customers of its "relationship with local charities and the nature of that relationship". You went on to explain that purchases made to Savers stores "indirectly benefit local charities", but only as a result of the merchandise purchased. Disclosing Savers' relationships with local charities does not, in itself, trigger a registration requirement. Conversely, giving customers the impression that purchasing items from Savers will somehow benefit a specified charitable organization, either directly or indirectly, may trigger the requirement to register as a "commercial coventurer"[1]. Therefore, we urge Savers to be cautious when representing its charitable relationships to its customers so that it does not fall under the definition of a commercial coventurer.

Please do not hesitate to contact me at (360) 753-0863 x 247 or Tjohnson@secstate.wa.gov if you have any questions.

Sincerely,

Tabatha Johnson
Charities Program
Office of the Secretary of State

---

[1] "Commercial coventurer" means a corporation, partnership, sole proprietorship, limited liability company, limited partnership, limited liability partnership, individual, or other entity that:

(a) Is regularly and primarily engaged in making sales of goods or services for profit directly to the general public; and

(b) Is not otherwise regularly or primarily engaged in making charitable solicitations in this state or otherwise raising funds in this state for one or more charitable organizations; and

(c) Represents to prospective purchasers that if they purchase a good or service from the commercial coventurer, a specified portion of the sales price or a certain sum of money or some other specified thing of value will be donated to a named charitable organization; and

(d) Does not ask purchasers to make checks or other instruments payable to a named charitable organization or any entity other than the commercial coventurer itself under its regular commercial name. WAC 434-120-025(3)

Savers, Inc.

Fax

To:	Ms. Tabatha L. Johnson c/o Sec. Of State	**From:**	Bradley R. Whiting, General Counsel
Fax:	360-664-4250	**Pages:**	9 pages including this cover
Phone:	360-753-0863	**Date:**	10/18/02
Re:	Attached Letter	**CC:**	None

☐ **Urgent** x **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

(Please route the following to Ms. Johnson as soon as possible)

savers®

Savers, Inc.
11400 SE 6th Street, Suite 220,
Bellevue, WA 98004
P.O.Box 808,
Bellevue, WA 98009
P: 425-462-1515
F: 425-451-2250
www.savers.com

Canadian Corporate
#200-3003 St. John's St.
Port Moody, BC V3H 2C4
P: 604-461-7000
F: 604-461-7001
www.vsginc.com

Savers Australia, Inc.
330 Sydney Road
Brunswick, Victoria,
AU 3056
P: 011-61-3-9381-2800
F: 011-61-3-9381-2700
www.savers.com

Doing Business As
Value Village
savers
Village de Valeurs

October 18, 2002

SENT VIA FACSIMILE TO 360-644-4250

Ms. Tabatha L. Johnson
Charities Program
Office of the Secretary of State
801 Capitol Way South
P.O. Box 40234
Olympia, WA 38504-0234

RE: Your Letter of September 13, 2002 regarding Savers, Inc. and your request for additional information

Dear Ms. Johnson,

Please accept my apology for my delay in responding to your September 20th letter. I have reviewed said letter, and this response including the enclosed materials should be sufficient to allow you to make a final determination of Savers' status under RCW 19.09 and WAC 434-120.

In your letter of September 20, 2002 you indicated it appears that Savers, Inc. is not a charitable organization under RCW 19.09, yet still require additional information from us. As such I have tried to respond to your questions as follows:

Question No. 1: Who contacts the donors to request their discarded household goods/clothing, Savers or the charitable organizations? If Savers contacts the donors, please provide a copy of the script used.

Savers does not contact donors for any solicitation purposes. The charitable organizations solicit on their own behalf to all potential donors, and as such there is no script necessary for Savers use. See Paragraphs 1, 2 and 6 of the enclosed sample agreement.

Question No. 2: Who picks up the donated items, Savers or the charitable organizations?

The charitable organizations are responsible for collecting any and all donated goods. See Paragraph 2 of the enclosed sample agreement.

Question No. 3: Is there any representation made in Savers' stores that donated items or the proceeds from the sale thereof will benefit any charitable organization or charitable purpose? If so, what language is used?

Our stores, our teammates, and the company as a whole are proud of our relationships with the charitable organizations that we purchase goods from, who as I indicated in my September 13th letter we refer to as vendors. In the stores we have historically, and will continue to inform our customers of our relationship with local charities and the nature of that relationship. Purchases made in our stores do indirectly benefit local charities, yet only as a result of the merchandise purchased by us from the charities. We do not claim in the stores or otherwise that sales proceeds benefit a charity. We do not solicit goods based on our relationship, nor do we request our vendors to solicit based on our relationship. See Paragraph 9 of the enclosed sample agreement.

Question No. 4: Is there a contractual relationship between Savers and the charitable organizations? If so, please provide a copy of one of the contract for our review.

Please see the enclosed agreement as between ARC of Spokane and TVI, Inc. (a subsidiary of Savers, Inc. The agreement is quite clear that the charitable organization is responsible for solicitation efforts and that the relationship is one of buyer and seller relative to goods that have been donated to the charitable organization.

Conclusion:

As I indicated in my previous letter, we consider our relationships with our vendors very important to both our success as a retailer, and their success in their organizational missions. We are very proud of our relationships and we share our pride with our teammates and patrons where appropriate.

Should you have any questions please do not hesitate to contact me directly at 425-450-2374.

Regards,

Bradley R. Whiting

Bradley R. Whiting
General Counsel

BRW:boh
File Name o:\...legal\TVI\Secretary of State (Johnson)(10-18-02).doc

BULK PURCHASE AND SALE AGREEMENT

This Agreement is made this first day of September 2002, by and between ARC of Spokane (hereinafter known as "ARC-SP"), a non-profit corporation operating in Washington, and TVI, Inc. (hereinafter known as "TVI"), a Washington state corporation doing business in the state of Washington.

RECITALS

A. ARC-SP is a charitable organization operating in the state of Washington, has and contemplates having various programs for the aid and assistance of children, and needs funds and financing therefore.

B. TVI is a Washington State corporation experienced in the operation of retail second-hand stores, and presently operates stores on a multi-state basis including the state of Washington.

C. Under existing provisions of Washington law, ARC-SP, as a charitable organization, is entitled to solicit salvageable personal property from the general public and sell said property.

D. TVI is desirous of buying from ARC-SP such salvageable personal property, as ARC-SP shall solicit.

E. In order to ensure compliance with Washington law, the parties recognize that the purchase of salvageable personal property by TVI must be pursuant to a bona fide sale by ARC-SP and that such arrangement shall be disclosed to the extent required by law to donors of such salvageable personal property.

Now therefore, it is hereby agreed as follows:

1. Sale of Property. ARC-SP, its successors, or assigns, agrees to sell to TVI all of the salvageable personal property, without exception or reservation, of any description whatsoever, which they shall solicit or obtain or become possessed of by virtue of making solicitations of householders during the term of this contract. Notwithstanding above, ARC-SP is not required to sell to TVI personal property solicited or received from sources for donation to the program of ARC-SP for use by its staff, volunteers, or program participants.

2. Purchase of Property. TVI agrees to purchase from ARC-SP, its successors, or assigns, and ARC-SP agrees to deliver used product consisting of clothing, household items, furniture, and other re-sellable items collected from the general public. ARC-SP will collect said product in various manners including but not limited to phone solicitation, drop boxes, attended stations, and/or mail. ARC-SP agrees these used items collected will not come from any source that may have been pre-sorted or offered for sale to the general public, unless agreed upon in writing.

3. Payment Terms. The consideration provided for in paragraph 2 hereof shall be paid by TVI to ARC-SP, in cash, lawful money of the United States, monthly.

4. Cartage Count. For the purposes of this Agreement, the cartage ("OK") count shall consist of all clothing discards off-loaded into standard TVI receiving carts. One OK shall equal 2.7 cubic feet of reasonably compacted clothing. The price per OK includes an allowance for all furniture, appliances, and miscellaneous items. Best efforts will include, but not be limited to, all solicitations, signage, and printed material for collections to include specific mention of miscellaneous merchandise. In addition, ARC-SP will not refuse any pickups of furniture and miscel. The minimum standard of miscel to cloth ratio should be 25%. The terms of delivery and acceptance of product is set forth in Schedule "C", which is attached hereto and made a part hereof.

5. Term. This agreement shall be in effect for a period of twelve (12) months, commencing September 1, 2002 and expiring August 30, 2003. If another contract is not negotiated prior to the date of expiration, this agreement will automatically renew for an additional six (6) months, with all terms remaining in effect. If either party wishes to terminate this agreement, a ninety (90) written notice prior to the end date is required.

6. Solicitation Program. ARC-SP agrees to maintain staffing, equipment, offices, required licenses, permits and insurance sufficient to perform all its duties and obligations under this agreement.

7. Covenant of ARC-SP. ARC-SP hereby covenants that all persons soliciting donations of salvageable personal property shall either be officers, agents, or employees of ARC-SP and shall be employed to solicit donations in compliance with the provisions and laws of the state of Washington and any of its political subdivisions.

8. Exclusive Sales. ARC-SP agrees that, during the term of this Agreement, it shall sell said salvageable personal property to no person, firm, or corporation except TVI, its successors, or assigns unless otherwise agreed upon in writing. ARC-SP, its successors, or assigns, agrees that during the term of this Agreement, it shall not maintain, operate, control, manage or participate in any manner in any retail store where any salvageable personal property which ARC-SP may solicit shall or will be sold or offered for sale to members of the general public or to other persons.

9. Covenant of TVI. It is the intention of TVI to operate and maintain one or more stores in the state of Washington for the retail sale of salvageable personal property purchased from ARC-SP. TVI hereby agrees and acknowledges that TVI assumes full responsibility for the establishment, operation, and maintenance of such retail store(s), and that ARC-SP shall in no way, directly or indirectly, be connected with, associated with, responsible for, or liable for, the establishment, operation, or maintenance of such retail store(s) of TVI, or any other activities of TVI not specifically referred to in this Agreement.

10. TVI Unable to Operate. In the event TVI is prevented from carrying on the business described above by reason of the enforcement of any ordinance, statute, law, labor dispute, regulation of any city, county, state, or federal governmental authority, or if TVI is, from any other cause not their fault, including termination or cancellation of any lease under which TVI conducts any business involving said salvageable personal property, prevented from carrying on the described business, then TVI shall be excused from the obligations to make any purchase hereunder while so prevented, but shall resume making said purchases when and if such disability is remedied. TVI agrees to use its best efforts to remedy any such disability occurring.

11. ARC-SP Unable to Perform. In the event ARC-SP is prevented from carrying on the solicitation of salvageable personal property described above by reason of the enforcement of any ordinance, statute, law, labor dispute, rule or regulation of any city, county, state, or federal governmental authority, or if ARC-SP is, from any other cause not its fault, prevented from carrying on the above-described activities, then it shall be excused from the obligation to make any sales hereunder while so prevented, but shall resume making said sales when and if such disability is remedied. ARC-SP agrees to use its best efforts to remedy any such disability occurring.

12. Default Cure. Not withstanding items #5, #10 and #11 of this agreement, any breach to this agreement shall be documented in writing by the complaining party and submitted per item #19 to the breaching party. The party in breach of this agreement will have thirty (30) days in which to comply with the terms of this agreement. Failure to correct each breach or default within the stipulated time shall be grounds for termination of said agreement. In addition, any re-occurrence of breach with in ninety (90) days of correction me be viewed as continuance of breach and may result in termination.

13. Termination. In the event of termination of this Agreement, all leases and related termination expenses are the responsibility of TVI, Inc.

14. Product Quotas. Specific quotas regarding the number of OKs, which ARC-SP agrees to deliver in specific volumes, have been set forth on a "Schedule B". The quotas will serve as the maximum obligation of ARC-SP and the minimum obligation of TVI, Inc. Both parties agree to reasonable fluctuation as defined in Schedule "C". In the event of significant under performance (-10% in any given quarter) the quota will be under review for potential reduction. ARC-SP will be provided a reasonable opportunity to correct performance issues In addition, if quota reduction is necessary, the reduction may be to the level of 5% above the actual performance average of the previous quarter.

15. Assignment. This agreement may not be assigned in whole or part by either party hereto without the written permission of the other party.

16. Mutual Release. TVI and ARC-SP hereby release each other and their respective shareholders, directors, officers, partners, employees, agents, or contractors from any claims for damage that are caused by or result from risks insured against under any insurance policies carried by the parties pursuant to any provision of this Agreement. TVI and ARC-SP shall cause each insurance policy obtained by it to provide that the Insurer waives all right of recovery by way of subrogation against the other party or their respective shareholders, directors, officers, partners, employees, agents, or contractors in connection with any loss covered thereby.

17. Governing Law. In the event suit or action is brought by a party on this Agreement or on any instrument or document contemplated by this Agreement, the party prevailing in such suit or action shall be entitled to be awarded reasonable attorneys' fees in addition to other costs and disbursements allowed by law, including the same incurred with respect to appeal. In the event of dispute, this Agreement shall be governed by the laws of the State of Washington.

18. Proprietary Information. This agreement and any other materials provided to ARC-SP by TVI may not be disseminated in whole or in part to any persons, corporation, or entity except agency persons directly accountable to this agreement without written consent from authorized personnel of TVI, Inc.

19. Notice. All notices given under any of the provisions of this Agreement shall be deemed to have been duly given if mailed by registered or certified mail or sent by fax with a confirmed receipt within 72 hours, as follows:

To TVI at:

TVI, Inc.
11400 SE 6th Street
Suite #220
Bellevue, Washington 98004

To ARC of Spokane at:

ARC of Spokane
127 West Boone Ave.
Spokane, WA 99201

In Witness Whereof, the parties have executed this Agreement the day and year first mentioned above.

ARC of Spokane

By_____
Greg Falk
Executive Director

TVI, INC.

By_____
Tom Ellison
CEO

Arc of Spokane
(ARC-SP)
2002 Schedule "A"

This Schedule is attached to and made a part of the Bulk Purchase and Sale Agreement dated September 1, 2002, between ARC-SP and TVI, Inc.

OK Price

The price per OK for cartage as defined in Paragraph 4 of the Agreement shall be as follows:

Effective September 1, 2002, the price will be $9.93.
Effective January 5, 2003 the price will be $9.50.
Effective July 6, 2003 the price will be $9.00.

Back Door Price

The price per back door OK will be 30% of delivered OK price.

At TVI's discretion, we may purchase product over 1700 at $8.00 up to 2000 OKs per week. Any product over 2000 OKs per week will be negotiated.

ARC of Spokane
(ARC-SP)
Schedule "B"

Deliveries will be worked out at District level

PERIOD	PERIOD DATES	WEEKS WORKED	DAILY TOTAL	WEEKLY TOTAL	MONTHLY TOTAL
1	01/05/03 to 02/01/03	4	340	1,700	6,800
2	02/02/03 to 03/01/03	4	340	1,700	6,800
3	03/02/03 to 04/05/03	5	340	1,700	8,500
4	04/06/03 to 05/03/03	4	340	1,700	6,800
5	05/04/03 to 05/31/03	4	340	1,700	6,800
6	06/01/03 to 07/05/03	5	340	1,700	8,500
7	07/06/03 to 08/02/03	4	340	1,700	6,800
8	08/03/03 to 08/30/03	4	340	1,700	6,800
9	09/01/02 to 10/05/02	5	340	1,700	8,500
10	10/06/02 to 11/02/02	4	340	1,700	6,800
11	11/03/02 to 11/30/02	4	340	1,700	6,800
12	12/01/02 to 01/04/03	5	340	1,700	8,500
Annual Total					**88,400**

Weekly quotas are established on a five-day work week.

Stat holidays will reduce weekly and monthly quotas.

Arc of Spokane
(ARC-SP)
2002 Schedule "C"

This Schedule "C" is attached to and made a part of the Bulk Purchase and Sale Agreement dated September 1, 2002, between ARC-SP and TVI, Inc. It serves to clarify product definitions, quota expectations and change authorizations.

1. "OK" shall mean the cartage of clothing goods and miscel items off-loaded into standard receiving carts. For clothing, 1 (one) OK shall equal 2.7 cubic feet of reasonably compacted clothing. For miscel items, one (1) OK shall equal 2.7 cubic feet.

2. As defined in Schedule "B", TVI is obligated to purchase set number of OKs on a daily, weekly and annual basis with the following allowances:

a.) Daily OKs may exceed quota by a maximum of 10%.
b.) Weekly OKs may exceed quota by a maximum of 5%.
c.) Monthly or period quotas may not exceed quota.

3. TVI may purchase less than weekly quota at any time to stay within the terms of Items 2a, 2b, and 2c above.

4. Back door donations are defined as any product delivered to TVI property by the general public.

5. Back door donations are not included as part of established quotas.

6. Any adjustments to quotas must be mutually agreed upon by both parties in writing, unless defined as breach.

7. Any quota adjustments must be authorized by the Sourcing Department or Executive Management of TVI. All changes must be confirmed in writing.

September 20, 2002

Bradley Whiting
Savers, Inc.
PO Box 808
Bellevue, WA 98009

Dear Mr. Whiting,

We are in receipt of your faxed letter, dated September 13, 2002, in response to our August 6, 2002 letter regarding Savers, Inc. and possible registration requirements pursuant to Washington's Charitable Solicitations Act, RCW 19.09.

In your letter, you indicated that Savers sells merchandise purchased from local not-for-profit organizations in its retail stores, but does not "solicit for donations or contributions on behalf of any organization." Based on the activities you described in your letter, Savers is not required to register pursuant to RCW 19.09. However, additional information is needed before we can make a final determination.

We received a consumer inquiry regarding Savers, Inc., wherein the consumer indicated that Savers solicits discarded household goods/clothing on behalf of charitable organizations. Your September 13 letter claims that the opposite is true. Please provide answers to the following questions so that we may better understand Savers' activities:

1) Who contacts the donors to request their discarded household goods/clothing, Savers or the charitable organizations? If Savers contacts the donors, please provide a copy of the script used.
2) Who picks up the donated items, Savers or the charitable organizations?
3) Is there any representation made in Savers' stores that donated items or the proceeds from the sale thereof will benefit any charitable organization or charitable purpose? If so, what language is used?
4) Is there a contractual relationship between Savers and the charitable organizations? If so, please provide a copy of one of the contracts for our review.

Please provide answers to the above-mentioned questions and/or the requested items within **30 days** from the date of this letter.

If you have any questions, please do not hesitate to contact me at (360) 753-0863 extension 247 or TJohnson@secstate.wa.gov.

Sincerely,

Tabatha Johnson
Charities Program
Office of the Secretary of State

Savers, Inc.

Fax

To:	Ms. Tabatha L. Johnson c/o Sec. Of State	**From:**	Bradley R. Whiting, General Counsel
Fax:	360-664-4250	**Pages:**	3 including this cover
Phone:	360-753-0863	**Date:**	09/16/02
Re:	Attached Letter	**CC:**	None

x **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

(Please route the following to Ms. Johnson as soon as possible)

Savers, Inc.
11400 SE 6th Street,
Suite 220,
Bellevue, WA 98004

P.O.Box 808,
Bellevue, WA 98009

P: 425-462-1515
F: 425-451-2250

www.savers.com

Canadian Corporate:

#200 3003 St. John's St.
Port Moody, BC V3H 2C4

P: 604-461-7000
F: 604-461-7001

www.wsinc.com

Savers Australia, Inc.

330 Sydney Road
Brunswick, Victoria,
AU 3056

P: 011-61-3-9381-2800
F: 011-61-3-9381-2700

www.savers.com

Doing Business As
Value Village
Savers
Village de Valeurs

September 13, 2002

SENT VIA FACSIMILE TO 360-644-4250

Ms. Tabatha L. Johnson
Charities Program
Office of the Secretary of State
801 Capitol Way South
P.O. Box 40234
Olympia, WA 38504-0234

RE: Your Letter of August 6, 2002 regarding Savers, Inc. and its potential for registration under the Washington State Charitable Solicitations Act (RCW 19.09)

Dear Ms. Johnson,

I have reviewed your letter of August 6, 2002 and the enclosed materials including RCW 19.09 and WAC 434-120 regarding the applicability of both the statute and the regulation relative to Savers, Inc. As to both the RCW and the WAC, Savers is not required to register in any capacity based on both a legal and factual basis.

Our Business Model:

Our business model is very basic. From our retail store locations we sell merchandise, consisting primarily of clothing, shoes, books, and household furnishings. The merchandise is substantially used in nature. We obtain our used merchandise through relationships with local not-for-profit organizations including Association of Retarded Citizens, Community Services for the Blind and Partially Sighted, and the Northwest Center for the Retarded. We do not solicit for donations or contributions on behalf of any organization, nor do we donate ourselves to any organization. All merchandise obtained from the local not-for-profit entities is purchased from the entities at a commercially negotiated price, and is not tied to any subsequent sale to the public. Our relationship with the entities is strictly one of purchaser and supplier. We refer to our various suppliers appropriately as "vendors."

The Statutory Scheme:

A thorough review of the RCW's and WAC's supports the aforementioned relationship of purchaser and seller in that the following definitions under both the statute and administrative code **"are not applicable"** to Savers, Inc.:

Commercial fund raiser, as defined under RCW 19.09.020(8), nor WAC 434-120-025(7)
Charitable organization, as defined under RCW 19.09.020(2), nor WAC 434-120-025(1)
Commercial coventurer, as defined under WAC 434-120-025(3)
Contribution, as defined under RCW 19.09.020(4)
Solicitation, as defined under RCW 19.09.020(15), nor WAC 434-120-025(6)

In that the aforementioned definitions are non-applicable to Saver, Savers is neither an entity that requires registration nor an entity that solicits a contribution, and the balance of the act is inoperative as to Savers.

Conclusion:

From both a factual and legal basis Savers does not fall under the purview of the Washington State Charitable Solicitations Act (RCW 19.09) and its associated administrative regulations (WAC 434-120).

Savers as an organization is very proud of our relationships with our various vendors, and through our purchases of merchandise our ability to support these organizations and their various extremely worthwhile endeavors. We consider our relationships with our vendors very important to both our success as a retailer, and their success in their organizational missions. In addition, we are very proud of our relationships and we share our pride with our teammates and patrons where appropriate.

Should you have any questions please do not hesitate to contact me directly at 425-450-2374.

Regards,

Bradley R. Whiting

Bradley R. Whiting
General Counsel

BRW:boh
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August 6, 2002

SAVERS, Inc.
c/o Jay Carpenter PO Box C-90016
Bellevue, WA 98009-9016

Dear Fund-raiser:

It has come to our attention that your organization solicits or receives contributions on behalf of one or more charitable organizations. As a result, your organization may come under the provisions of the Charitable Solicitations Act, RCW 19.09. Pursuant to Washington State law, your organization may be required to register with our office as a "Commercial Fund-raiser." Registration form(s) and copies of the applicable laws are enclosed for your review.

Please submit the following items within **30 days** from the date of this letter:

- Application to Register as a Commercial Fund-raiser (including financial information from your most recently completed accounting year)
- $250 registration fee
- Proof of $15,000 Surety Bond

If you believe that registration is not required, please provide our office with written information regarding your organization, including a copy of your written contract agreement with a charitable organization. Please state the precise legal and factual basis upon which you base your belief that you are not required to register pursuant to Washington's Charitable Solicitations Act. Upon receipt, we will review your materials and provide you with a written determination regarding registration pursuant to RCW 19.09.

Please respond within **30 days** from the date of this letter.

If you have any questions or require assistance, please do not hesitate to contact me at TJohnson@secstate.wa.gov or (360) 753-0863 x 247.

Sincerely,

Tabatha L. Johnson
Charities Program
Office of the Secretary of State

(I01)

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Washington Secretary of State
SAM REED

Corporations Menu

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Corporations

Corporations Division - Registration Data Search

SAVERS, INC.

UBI Number	601 428 298
Category	Regular Corporation
Profit/Nonprofit	Profit
Active/Inactive	Active
State of Incorporation	WA
Date of Incorporation	11/25/1992
License Expiration Date	11/30/2002

Registered Agent Information

Agent Name	JAY CARPENTER
Address	777 108TH AVE NE STE 1900 PO BOX C-90016
City	BELLEVUE
State	WA
ZIP	980099016

Special Address Information

Address	
City	
State	
Zip	

Return to Search List

Disclaimer
Information in the Secretary of State's Online Corporations Database is updated Mondi through Friday by 5:00 a.m. Pacific Standard Time (state holidays excluded). Neither t of Washington nor any agency, officer, or employee of the State of Washington warran accuracy, reliability, or timeliness of any information in the Public Access System and s be liable for any losses caused by such reliance on the accuracy, reliability, or timeline: such information. While every effort is made to ensure the accuracy of this information portions may be incorrect or not current. Any person or entity who relies on informatio obtained from the System does so at his or her own risk.

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STATE of WASHINGTON SECRETARY of STATE

Charities Program • 801 Capitol Way South • PO Box 40234 • Olympia, WA 98504-0234
Phone: 360-725-0378 • Fax: 360-664-4250 • E-mail: charities@sos.wa.gov
Web Address: www.sos.wa.gov/charities

March 11, 2010

Savers, Inc. (aka Value Village)
PO Box 808
BELLEVUE, WA 98009

Reference Number: 21804
APPID: 1640917

Dear Savers, Inc.:

It has come to our attention that Savers, Inc. solicit and receive contributions in Washington State on behalf of one or more charitable organizations (e.g. via its Community Donation Centers, etc.). As a result, the organization's activities are subject to the provisions of the Charitable Solicitations Act, RCW 19.09. Pursuant to Washington State law, the organization is required to register with our office as a "commercial fundraiser"[1], unless otherwise exempted. Registration form(s) and copies of the applicable laws are enclosed for your review.

Please submit the following items and the **"bar code sheet"** (on reverse) to our office within **30 days** from the date of this letter:

- ☒ Application to Register as a Commercial Fundraiser
- ☒ Solicitation Report for most recent fiscal/accounting year-end
- ☒ Proof of $15,000 Surety Bond
- ☒ $250 initial registration fee
- ☐ Other :

Expedited Service is available for an additional fee.

If you believe that registration is not required, please provide our office with written information regarding the organization, including a copy of its written contract agreement with a charitable organization. Please state the precise legal and factual basis upon which you base your belief that the organization is not required to register pursuant to Washington's Charitable Solicitations Act. Upon receipt, we will review your materials and provide the organization with a written determination regarding registration pursuant to RCW 19.09.

Please do not hesitate to contact our office at charities@sos.wa.gov or 360-725-0378 if you have any questions or require assistance. Press menu option 0 for a Customer Service Representative.

Sincerely,

Tabatha Blacksmith
Charities Program
Office of the Secretary of State

[1] The definition of a "commercial fundraiser" can be found in RCW 19.09.020(5).

ValueVillage
good all around

Enter City or Postal Code FIND YOUR STORE

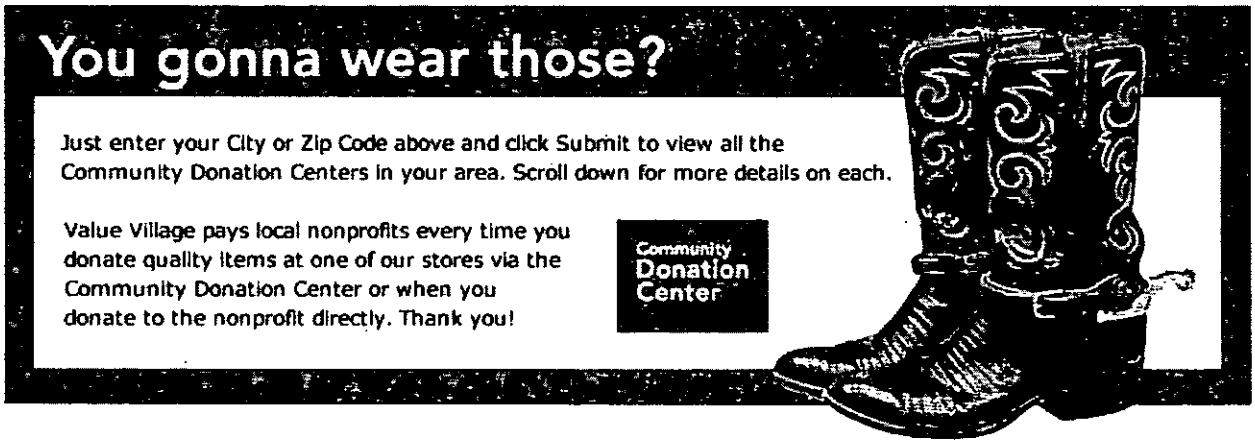
HOME SHOPPING HALLOWEEN DONATING CAREERS CONTACT US COMPANY

where to donate

PRINT PAGE >

Enter City or Postal Code **Distance:** 50 miles

Search for: Donation Drop-Off Locations Donation Home Pick-up Service SUBMIT



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WHERE TO DONATE
OUR NONPROFITS
WHY DONATE
WHAT TO DONATE
HOW TO DONATE

donating

PRINT PAGE >

NONPROFIT ALLIANCES

The Good We Do

Our longstanding success hinges on solid working relationships with 120 nonprofit partners across the US, Canada, and Australia. Every time you donate reusable clothing and household items either to them or directly to us at one of our stores via a Community Donation Center, we pay them. Since 1954, we've paid more than $1 billion! That's pure sustainable funding that supports their programs and services in your communities and beyond.

Why we do it

Partnering with local nonprofits is not a byproduct of our business—it's how we do business. Our principles of giving back and providing opportunities are values we were founded on and are values we still embrace today.

How it Works

Our nonprofit partners contact people in the community like you to ask for donations of reusable clothing and household items.

We then pay our nonprofit partners based on the number of boxes and bags of merchandise they deliver to us. Additionally, we also pay them for donations our customers deliver directly to our stores via our Community Donation Centres.

From there, our staff sorts through the donations to select the highest quality reusable items then prices and displays them.

What results

Customers enjoy the best selection of merchandise of any thrift store in the world. Donors feel great about making a difference. And nonprofits get reliable funding for their programs that benefit your local community. What a great way to pay it forward.

Click here to find donation drop off locations and home pick up services near you.

Nonprofit business opportunities

Our contracts with our nonprofit partners range from 1-3 years and involve regular sizable deliveries to our stores. Organizations with smaller volumes can get in touch with contracted nonprofit organizations for special arrangements not associated with Savers. Please check our nonprofit list to find nonprofit organizations in your area.

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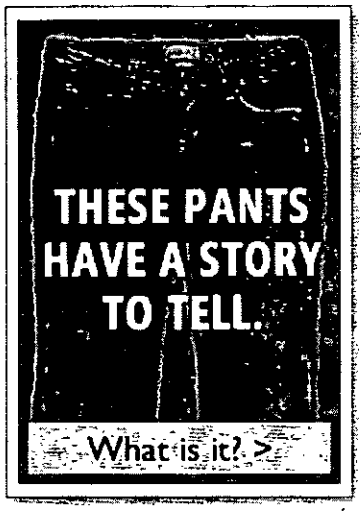

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WHERE TO DONATE
OUR NONPROFITS
WHY DONATE
WHAT TO DONATE
HOW TO DONATE

donating

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HOW TO DONATE

DROP IT OFF
Did you know we pay our nonprofits based on the volume of items dropped off? Bring your quality reusable items to a Community Donation Centre located at every Value Village and you'll be supporting a good cause and US donors will get a tax receipt.

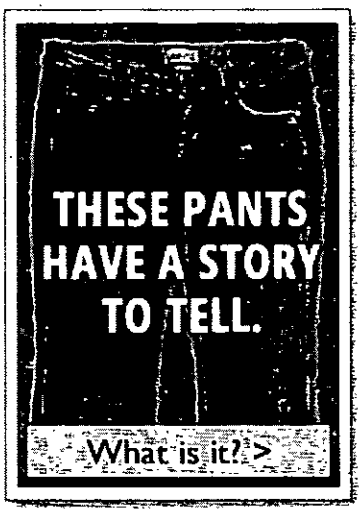
What to Donate
Find your local Community Donation Center

CALL FOR A PICK UP
It's easy. Just contact one of our nonprofit partners near you to donate your quality reusable goods and ask questions on what's acceptable.

THANK YOU!
Whether you drop off or it is picked up, we pay local nonprofits every time you donate. It's a win-win.

Tell us about your donation experience.
donationfeedback@savers.com

EMAIL SIGN-UP
Enter your Email to get our newsletters!
ENTER >



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CONTACT INFO
SUGGEST A STORE
BUSINESS OPPORTUNITIES
FAQs

contact us

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GET IN TOUCH

Need help? Many answers to frequently asked questions are listed on our FAQs page.

If you can't find the answer to your question there, please contact us by email at: customercare@savers.com.

If you are experiencing problems with our website, please email:SaversSupport@Channelready.com

Savers/Value Village
Headquarters Address
11400 S.E. 6th Street, Suite 220
Bellevue, WA 98004
Telephone: (425) 462-1515
Fax: (425) 451-2250

Mailing Address
P.O. Box 808
Bellevue, WA 98009

Savers Recycling Distribution Center
4101 K Industry Drive East
Fife, WA 98424
Telephone: (253) 896-0055 Ext. 207
Fax: (253) 896-0160
recycling@savers.com

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ABOUT US
THE SAVERS CYCLE
PRESS ROOM
RECYCLING
OUR HISTORY
SURVEYS

company

PRINT PAGE >

THE SAVERS CYCLE

When we reuse and recycle responsibly, the people and the planet benefit in exponential ways. We call it The Savers Cycle, and it's how we've done business for more than 55 years. Our for-profit company partners with local nonprofit agencies to make sure the funds stay local. Here's how it works.

DONATE

Our nonprofit alliances contact people in the community to ask for donations of reusable clothing and household items. We pay our nonprofit alliances based on the number of boxes and bags of merchandise they've collected from you and then deliver to us. In the same way, we also pay our nonprofit alliances every time you donate gently used goods directly at our stores via Community Donation Centers.

REUSE & RESTYLE

All donations get sorted by our store teams and only the highest-quality reusable items are value-priced and merchandised according to department, style, size and color. After that, the items are ready to sell.

AROUND THE GLOBE

The majority of items that don't sell are shipped to developing nations through both wholesale and philanthropic efforts. Individuals in developing countries can then create their own marketplaces that service citizens who rely on affordable, quality merchandise.

THE BENEFITS

TO THE COMMUNITY

- Last year, we paid our nonprofit partners and their programs more than $117 Million to fund their programs and services. To date, we've paid more than $1 billion since 1954.
- Customers also benefit by getting access to quality used goods at a great value.

TO THE WORLD

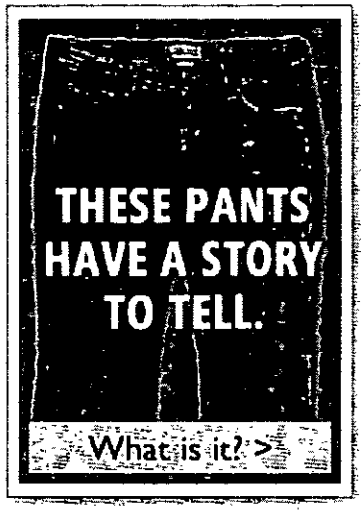
- Individuals in developing countries around the world can now create their own marketplaces in which to conduct commerce.
- As a result, other individuals in these countries have a resource where they can find used, affordable merchandise.

TO THE PLANET

- We're doing our part to save our planet from the 20-billion pounds of used clothing and textiles tossed into landfills each year.
- Our recycling program prevented 280 million pounds of unsold merchandise from ending up in landfills last year by reselling to domestic and international people in need.

KEEP THE CYCLE GOING

EMAIL SIGN-UP
Enter your Email to get our newsletters!
ENTER >



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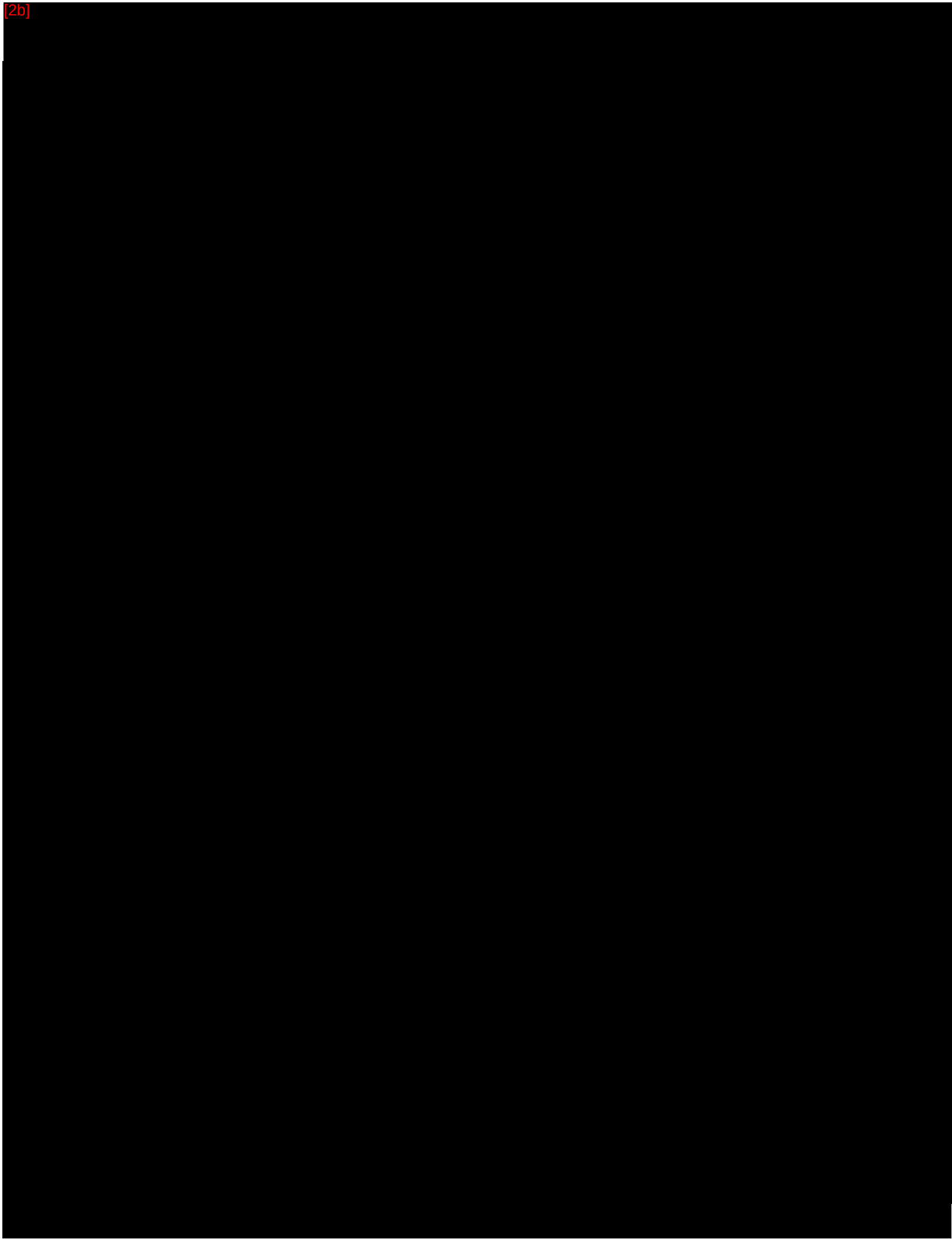

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CLS010M1 Corporate Licensing Division 03/02/99
Corporation Look-up

Corp: 2469 7914 UBI: 601 448 458
VALUE VILLAGE STORES, INC.

Agent: JEROME D CARPENTER
777 108TH AVE NE STE 1900
BELLEVUE WA 98009 9016

Corp Type : P
Category : REG
Record Stat: A
Corp Tenure: PER
Incorporated WA 03/02/1993

LIC EXP: 03/31/99
Init LOF Filed:
Reg Exp:
File Date:
Roll Loc1: 95020 1783
Last Ref1: 980324 RNL 0000

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
FRWD UBI CORP# SNAM LACCT FNAM EXIT

CLS010M1 Corporate Licensing Division 03/02/99
Corporation Look-up

Corp: 2342 1456 UBI: 600 534 604
TVI, INC.

Agent: JAY D CARPENTER
777 108TH AVE NE # 1900
BELLEVUE WA 98009 9016

Corp Type : P
Category : REG
Record Stat: A
Corp Tenure: PER
Incorporated WA 03/14/1984

LIC EXP: 03/31/99
Init LOF Filed:
Reg Exp:
File Date:
Roll Loc1: 95020 1785
Last Ref1: 980324 RNL 0000

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
FRWD UBI CORP# SNAM LACCT FNAM EXIT

SOS: 12/18/1997 - 81965

VALUE VILLAGE • SAVERS

December 10, 1997

Ms. Tabatha Johnson
Office of the Secretary of State, Charities Division
505 E. Union Avenue
P.O. Box 40234
Olympia, WA 98504-0234

Dear Ms. Johnson:

This letter is in response to your correspondence, dated December 8, 1997, requesting that our company, TVI, Inc. d.b.a. Value Village, register as a commercial coventurer.

TVI, Inc. has determined that registration is not required for our company. We have based this finding on WAC 434-120-025 paragraph 3c. Please see the attached copy of this provision. TVI, Inc. does not represent to the public, in any way, that if they purchase goods from our stores, a specified portion of the sales price or a certain sum of money or some other specified thing of value will be donated to a named charitable organization.

If you have any additional questions, please feel free to contact me at (425)462-1515 Ext. 2346.

Sincerely,

Christina M. Markert
Corporate Administrator

Encl.

cc: Thomas A. Ellison, President
Michael V. Griffith, Vice President

CMM/lh

WAC 434-120-015 Official address and telephone number. (1) The address for all correspondence is the Corporations Division, Office of the Secretary of State, P.O. Box 40234, Olympia, Washington 98504-0234.

(2) In-person transactions may be made at the Corporations Division Office, 505 Union S.E., Second Floor, Olympia, Washington. There is an expedited in-person fee of twenty dollars for single or multiple transactions within each charitable organization or commercial fund raiser file.

(3) The telephone number is (360) 753-7118 or (360) 753-7120. The toll free number in Washington is 1-800-332-GIVE (1-800-332-4483).

[Statutory Authority: Chapters 34.05, 19.09, 11.110 and 43.07 RCW and 1993 c 471. 94-01-004, § 434-120-015, filed 12/1/93, effective 1/1/94. Formerly WAC 434-19-012 and 434-19-013.]

WAC 434-120-020 Office hours. Business hours of the corporations division are 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays. Over-the-counter service is available to provide same day service for individual requests brought in before 4:30 p.m. (see WAC 434-110-060) and telephone service is available from 8:00 a.m. to 5:00 p.m.

[Statutory Authority: Chapters 34.05, 19.09, 11.110 and 43.07 RCW and 1993 c 471. 94-01-004, § 434-120-020, filed 12/1/93, effective 1/1/94. Formerly WAC 434-19-014.]

WAC 434-120-025 Definitions. (1) "Charitable organization" means any entity that solicits or collects contributions from the general public where the contribution is or is purported to be used to support a charitable activity, but does not include any commercial fund-raiser or commercial fund-raising entity as defined in this section. "Charitable":

(a) Is not limited to its common law meaning unless the context clearly requires a narrower meaning;

(b) Does not include religious or political activities; and

(c) Includes, but is not limited to, educational, recreational, social, patriotic, legal defense, benevolent, and health causes.

(2) "Charitable trust" means any real or personal property right held by an entity or person that is intended to be used for a charitable purpose(s). The trust may be created by will, deed, articles of incorporation, or other governing instrument. It may be express or constructive.

(3) "Commercial coventurer" means a corporation, partnership, sole proprietorship, limited liability company, limited partnership, limited liability partnership, individual, or other entity that:

(a) Is regularly and primarily engaged in making sales of goods or services for profit directly to the general public; and

(b) Is not otherwise regularly or primarily engaged in making charitable solicitations in this state or otherwise raising funds in this state for one or more charitable organizations; and

(c) Represents to prospective purchasers that if they purchase a good or service from the commercial coventurer, a specified portion of the sales price or a certain sum of money or some other specified thing of value will be donated to a named charitable organization; and

(d) Does not ask purchasers to make checks or other instruments payable to a named charitable organization or any entity other than the commercial coventurer itself under its regular commercial name.

(4) "Compensation," means salaries, wages, fees, commissions, or any other remuneration or valuable consideration. Compensation shall not include reimbursement for expenses incurred and documented or noncash awards or prizes, valued at one hundred dollars or less, given annually to each volunteer.

(5) "Solicitation," means any oral or written request for a contribution, including the solicitor's offer or attempt to sell any property, rights, services, or other thing in connection with which:

(a) Any appeal is made for any charitable purpose; or

(b) The name of any charitable organization is used as an inducement for consummating the sale; or

(c) Any statement is made that implies that the whole or any part of the proceeds from the sale will be applied toward any charitable purpose or donated to any charitable organization; or

(d) The solicitation shall be deemed completed when made, whether or not the person making it receives any contribution or makes any sale.

(6) "Solicitation," as defined in RCW 19.09.020(15), for the purposes of these regulations, shall not include any of the following:

(a) An application or request for application for a grant, contract, or similar funding from any foundation, corporation, governmental agency or similar entity which has an established application and review procedure for reviewing such requests;

(b) The attempt to sell a service or good which constitutes the basis of the charitable organization's activities under which the federal income tax exemption was granted, or is the primary purpose for the existence of the charitable organization. This includes, but is not limited to, admission to a theatrical or other performance presented by a charitable organization that is a drama, musical, dance, or similar group and fees for services such as a hospital provides or use of the charitable organization's facilities; or

(c) Bingo activities, raffles, and amusement games conducted under chapter 9.46 RCW and applicable rules of the Washington state gambling commission.

(7) "Commercial fund-raiser" or "commercial fund-raising entity" means any entity that for compensation or other consideration within this state directly or indirectly solicits, receives or raises contributions for or on behalf of any charitable organization or charitable purpose, or that is engaged in the business of or is held out to persons in this state as independently engaged in the business of soliciting or receiving contributions for such purposes. However, the following shall not be deemed a "commercial fund-raiser" or "commercial fund-raising entity":

(a) Any entity that provides fund-raising advice or consultation to a charitable organization within this state but neither directly nor indirectly solicits or receives or raises any contribution for or on behalf of any such charitable organization; or

(b) A bona fide officer or other employee of a charitable organization.

December 8, 1997

Value Village
11400 SE 6th Street SW, #220
Bellevue, WA 98004

Dear Charity or Fundraiser,

This is our Second Notice to your organization regarding your unregistered status under the Washington State Charitable Solicitations Act. **Your organization may be in violation of state law and must take immediate steps to correct this situation.**

Registration with the Secretary of State's office is required* for all organizations who solicit or receive any form of donation(s) from any individual or entity in the state of Washington**.

This registration is separate from, and in addition to, any corporate documents you may already be filing with the Office of the Secretary of State.

Failure to respond within 14 days from the date of this letter will result in the following actions being taken by our office:

- **The Office of the Attorney General, Consumer Protection Division, will be notified of your failure to respond to our office's requests for registration under the Charitable Solicitations Act.**
- **A press release will be issued to the local media in the areas in which you are soliciting, notifying them that you are in possible violation of the Charitable Solicitations Act. We will ask them to warn area residents and recommend that no donations are given to your organization.**
- **Your organization's name will be placed on our internet site, where potential donors will be informed of your possible violation of Washington state law. Our internet site will include a recommendation that no donations be given to unregistered organizations.**

Your organization must cease all fund-raising in the state of Washington until you are properly registered with our office.

Should you determine that registration is not required for your organization, please contact our office in writing and provide a brief explanation as to why your organization does not fall under the registration requirement. This will allow us to update our records accordingly.

Please contact our office at: (360)753-7120 Ext. 4, if you have any questions or require assistance. A copy of the applicable laws have been provided for your convenience. Thank you.

Office of the Secretary of State, Charities Division
cc: Office of the Attorney General, Consumer Protection Division

*Registration is required unless otherwise exempted. Exemptions can be found in WAC 434-120-100.
**Definitions of a "solicitation" can be found in WAC 434-120-025(5) & (6).

Value Village

Secretary of State's Office
Charities Division
505 E. Union Avenue
P.O. Box 40234
Olympia, WA 98504-0234

facsimile transmittal

To: Kristina Fax: 425-451-2250

From: Tabatha Johnson Date: 9/22/97

Re: Pages: 5

CC:

☒ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

Notes: corrected copy of CCV form & copy of Fundraising Service Contract

Thank you for your assistance

September 18, 1997

Value Village
11400 SE 6th Street SW, #220
Bellevue, WA 98004

RE: Registration under the Charitable Solicitations Act

Dear Sir or Madam,

Recently, our office received an inquiry regarding the registration status of your organization under the Charitable Solicitations Act.

According to our records, your organization is not registered with our office as required by Washington state law.

Recent changes to the Washington Administrative Code now require organizations who are primarily engaged in the making of sales of goods or services for profit, and who represent to the consumer public that a portion of the sales price, a certain sum of money, or some other thing of value will be donated to a named charitable organization if they purchase said goods or services, must register with our office as a Commercial Coventurer.

In addition, Fundraising Service Contract forms must be submitted for each charitable organization that benefits from your activities.

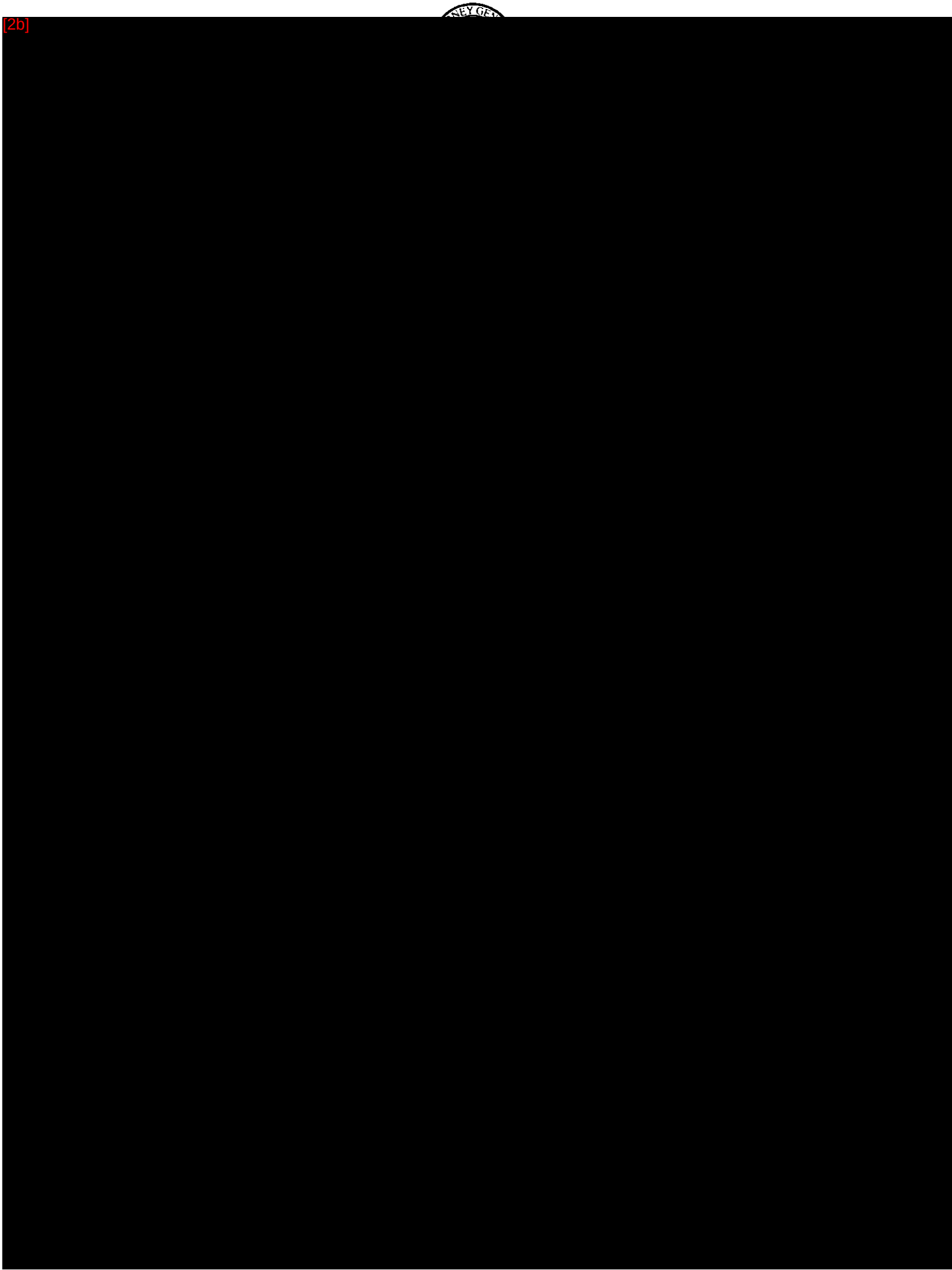
Please complete and submit the enclosed forms to our office within thirty days from the date of this letter.

Any organization that fails to comply with registration requirements in a timely manner will be forwarded to the Office of the Attorney General for further action.

If you have any questions, please contact our office at: (360)753-7120 Extension 247 or 261.

Thank you.

Office of the Secretary of State, Charities Division


[2b]

Ken Eikenberry
ATTORNEY GENERAL OF WASHINGTON
900 Fourth Avenue #2000 • Seattle, WA 98164-1012

March 25, 1992

RECEIVED
APR 03 1992
SECRETARY OF STATE
STATE OF WASHINGTON

Value Village
19500 Highway 99
Lynnwood, WA 98036

Re: Charitable Solicitations Act
File #10-92-03995

Dear Sir/Madam:

It has come to our attention that you are operating either as a Charitable Organization or as a Professional Fund Raiser in this State. In checking with the Secretary of State's Office we can find no record of your registration.

RCW 19.09, the Charitable Solicitations Act, requires registration of both Charities and Fund Raisers under certain circumstances. Should you seek further information concerning registration, the Charities Division of the Office of the Secretary of State has a toll-free number: 1-800-332-4483.

We would appreciate a prompt written response from you regarding what action you take in this matter. Please address your letter to me at the address shown below my name.

Sincerely,

Jo Addison
Consumer Representative
Consumer and Business
Fair Practices Division
900 Fourth Avenue, Suite 2000
Seattle, WA 98164-1012

cc:

Charities Division
Office of the Secretary of State
Olympia, WA 98504-0422

SECRETARY of STATE
Ralph Munro

Charitable Solicitations Division
Olympia, Washington 98504-9000
1-800-332-GIVE

December 19, 1988

Mr. Stephen R. Thomas
Attorney At Law
140 Southwest 153rd Street
Seattle, WA 98166

Dear Mr. Thomas:

Thank you for your letter dated December 12, requesting information from the files maintained by the Charitable Solicitations Division.

The document requested, the solicitation contract between T.V.I., Inc. and The Northwest Center for the Mentally Retarded, is not required to be filed under the Charitable Solicitations Act (RCW 19.09) and thus would not be normally found in our files.

The Act requires Charitable Organizations to file a Registration of Fundraising Service Contract form (copy attached) when engaging the services of an Independent Fundraiser (IFR). Unfortunately, T.V.I., Inc. is not a registered IFR at this time, and the charity in question has not submitted the registration form summarizing their relationship with T.V.I., Inc. The charity indicated on its most recent annual registration document that it does not employ the services of an IFR.

If this office can be of further assistance to you, or if you have additional information which may help this office obtain the material you desire, please feel free in contact us again.

Sincerely,

JOHN DZIEDZIC
Special Assistant

encl: Fundraising Service Contact Form
RCW 19.09

SECRETARY of STATE
Ralph Munro

Charitable Solicitations Division
Olympia, Washington 98504-9000
1-800-332-GIVE

October 6, 1988

Value Village
11400 SE 6th St SW, 220
Bellevue, WA 98004

RE: INDEPENDENT FUND RAISERS REQUIRED TO REGISTER

Our office received an inquiry about the registration status of your organization.

The Charitable Solicitations Act (RCW 19.09) requires organizations soliciting funds for charitable purposes to file certain documents with the Secretary of State. These doucments, along with a copy of RCW 19.09 and WAC 434-19 are enclosed for your review.

These documents are in addition to the forms necessary to comply with the laws dealing with profit and non-profit corporate registrations. To register in accordance with the Charitable Solicitations Act, please submit the requested information, $50 ANNUAL registration fee, and the required surety bond to our office.

If you have any questions or need further assistance, please contact this office at 1-800-332-GIVE. Outside Washington (206) 753-7121.

Sincerely,

Rebecca Prall

REBECCA PRALL
Charities Division

Enclosures
12:588

SECRETARY of STATE

Ralph Munro

Legislative Building MS: AS-22
Olympia, Washington 98504-9000
(206) 753-7121

August 25, 1987

Value Village
11400 SE 6th St SW 220
Bellevue, WA 98004

RE: REGISTRATION UNDER THE CHARITABLE SOLICITATIONS ACT

Our office received an inquiry about the registration status of your organization.

The Charitable Solicitations Act (RCW 19.09) requires organizations soliciting funds for charitable purposes to file certain documents with the Secretary of State. These documents, along with a copy of RCW 19.09 are enclosed for your review. These Documents are in addition to the forms necessary to comply with the laws dealing with profit and non-profit corporate registrations.

To register in accordance with the Charitable Solicitations Act, please submit the requested information and $10 annual registration fee to our office.

If you have any questions or need further assistance, please contact this office at 1-800-332-give. Outside Washington (206) 753-7121.

Sincerely,

REBECCA PRALL
Charities Division

Enclosures
11:787

NR
11-13-87
4/4/88
NR

SECRETARY of STATE

Ralph Munro

Legislative Building MS: AS-22
Olympia, Washington 98504-9000
(206) 753-7121

August 18, 1987

IFR
NOT CHO

Value Village
PO Box 2608
Vancouver, WA 98668

RE: REGISTRATION UNDER THE CHARITABLE SOLICITATIONS ACT

Our office received an inquiry about the registration status of your organization.

The Charitable Solicitations Act (RCW 19.09) requires organizations soliciting funds for charitable purposes to file certain documents with the Secretary of State. These documents, along with a copy of RCW 19.09 are enclosed for your review. These Documents are in addition to the forms necessary to comply with the laws dealing with profit and non-profit corporate registrations.

To register in accordance with the Charitable Solicitations Act, please submit the requested information and $10 annual registration fee to our office.

If you have any questions or need further assistance, please contact this office at 1-800-332-give. Outside Washington (206) 753-7121.

Sincerely,

REBECCA PRALL
Charities Division

Enclosures
11:787

NEW
FRONTIERS & GROWTH

July - August 1987

arc

Association for Retarded Citizens of Clark County

1981, 1983 and 1986 Scroll Award For Outstanding Newsletters - ARC of Washington

P.O. BOX 2608 VANCOUVER, WASHINGTON 98668 206/695-1029

RECEIVED
JUL 20 1987

ARC/Value Village Shows Off New Truck

THEY'RE HERE! As of March 1st, the ARC has aquired additional new trucks for their fleet, to pick up your donations of clothing and reusable household items for resale through the Value Village Thrift Stores. Our new trucks are white, with the ARC logo "When You Give Help, You Give Hope" painted in blue on the sides. Clearly marked and well-maintained trucks uphold our professional image and publicize our organization. They also differentiate us from unmarked trucks that have removed donations left for us, without the resident's permission. Not only are the new trucks easy to identify, but our drivers also wear uniforms and carry ARC Identification Cards.

Our telephone solicitors canvass most areas of Vancouver and surrounding Clark County approximately every 5 to 7 weeks. If you have not been contacted recently and have items you would like to donate, please call the Solicitation Office (693-1985) to arrange for pick-up. Since we must plan our routes as efficiently as possible to fully utilize the space in the truck and the time of the drivers, please let us know if your donation is especially large or bulky (i.e. furniture, or many bags/boxes of clothing.)

We accept almost any type of clothing or household item THAT CAN BE REUSED AS IS. Since we do not have the facilities for cleaning, mending, repairing or reupholstering, we cannot accept items requiring these services. We have an "all or nothing" policy regarding the acceptability of goods. If PART of your donation is not reusable without repair, our driver will not take ANY PART OF THE TOTAL DONATION. It simply would be unfair (not to mention extremely irritating!) for a driver the "scrounge" through your bags, taking only the "better" items. If you have any questions pertaining to the acceptability of goods, please let us know; otherwise, the final decision rests with the driver.

It is VERY IMPORTANT to clearly mark your bag or box "ARC" so that our drivers know it's LEGAL to take it. WE WILL NOT TAKE ANYTHING THAT IS NOT MEANT FOR US. You will be called the day before the pick-up day as a reminder and our "Call-Back-Person" will go over the information with you. Most likely, you will leave your donation on the front porch, where it is in plain sight. Certainly, "in front of the garage" or "on a patio" are acceptable, if these are the most convenient places for the drivers to locate your bags. Our drivers will gladly ring your doorbell, if you prefer to keep your donation inside (especially in bad weather), but be sure that your items are in bags or boxes and ready to go.

Blue ARC logo and slogan help identify new trucks.

Keep in mind that we only have one driver to a truck and that he must be able to lift or carry your items to the truck. Although our drivers have been known to manouver a couch into the truck by themselves, it is helpful (and greatly appreciated!) if someone is at home to assist him in moving items that are especially heavy or bulky.

After your donation has been picked up our drivers always leave a Tax Receipt, so that you may list a fair-market value of the items you wish to claim on your taxes. If you have any questions pertaining to our pick-up procedure please contact the Solicitation Office (693-1985). Your donation provides a valuable source of income to the ARC, and we appreciate your continued support.

SSI INFO

Unlike applicants for Social Security benefits who need credit for a certain amount of work, aged, blind, and disabled individuals who have never worked may be eligible for monthly supplemental security incom (SSI) payments.

SSI is a Federal program that provides monthly checks for aged, blind and disabled people who have limited income and resources. Eligibility is based in part on need rather than on a person's work history, as is the case with Social Security beneficiaries. In fact, a person may receive both SSI and Social Security payments. In such cases, however, the SSI payment is usually reduced.

An individual or couple may have some income and resources and still receive SSI payments. Resources refer to the things a person owns, such as real estate, personal property, a savings or checking account, stocks and bonds, and even cash.

Some resources are not counted when eligibility for SSI is determined. Depending on their value, for example, person and household goods, insurance policies, and a car may not count.

Neither is the individual's or couple's home counted if it is the principal place of residence. In addition, up to $1,500 in burial funds an individual and his or her spouse each have is not counted when eligibility is determined.

Under the law, SSI payments may begin only with the date of application or date of eligibility, whichever is later. Therefore, anyone who believes he or she may be eligible for SSI payments should not delay making application. We have more detailed information about the SSI eligibility requirements here at the Vancouver Social Security office.

NEW
FRONTIERS & GROWTH
Association for Retarded Citizens of Clark County
Published Bi-Monthly by ARC of Clark County, Vancouver, Washington

Pam Ambers ..... President
Larry Silveira ..... Editor
Lori Watson ..... Assoc. Editor
Typesetting, Layout, Design and Artwork ..... Rapid Print, Inc.
Printing ..... Post Publications
Collating/Mailing ..... Valley Work Center

arc Association for Retarded Citizens of Clark County
P.O. Box 2608 • Vancouver, Washington 98668-2608

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Vancouver, WA
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Ralph Munro/Secretary of State
State of Washington
Olympia WA 98504

[2b]

[2b]

[2b]

06/24/2005 649485
$0.00 Document
Only
Tracking ID: 930655
Doc No: 649485-001

November 15, 2002

Bradley Whiting, General Counsel
Savers, Inc.
PO Box 808
Bellevue, WA 98009

RE: Charitable solicitation registration requirements

Dear Mr. Whiting,

Thank you for your letter, dated October 18, 2002, in response to our inquiry letter, dated September 20, 2002, regarding Savers' possible registration requirements pursuant to Washington's Charitable Solicitations Act, RCW 19.09.

Please accept our apologies for the amount of time it has taken to respond to your letter. We are sorry for any inconvenience this delay may have caused you or your organization and hope to better serve you in the future.

According to your letter and the attached sample agreement, Savers does not solicit or receive charitable contributions. Consequently, it appears that Savers does not meet the definition of a "commercial fundraiser" and is therefore not required to register as such pursuant to RCW 19.09.

On page two of your letter, you indicated that Savers informs its customers of its "relationship with local charities and the nature of that relationship". You went on to explain that purchases made to Savers stores "indirectly benefit local charities", but only as a result of the merchandise purchased. Disclosing Savers' relationships with local charities does not, in itself, trigger a registration requirement. Conversely, giving customers the impression that purchasing items from Savers will somehow benefit a specified charitable organization, either directly or indirectly, may trigger the requirement to register as a "commercial coventurer"[1]. Therefore, we urge Savers to be cautious when representing its charitable relationships to its customers so that it does not fall under the definition of a commercial coventurer.

Please do not hesitate to contact me at (360) 753-0863 x 247 or Tjohnson@secstate.wa.gov if you have any questions.

Sincerely,

Tabatha Johnson
Charities Program
Office of the Secretary of State

---

[1] "Commercial coventurer" means a corporation, partnership, sole proprietorship, limited liability company, limited partnership, limited liability partnership, individual, or other entity that:

(a) Is regularly and primarily engaged in making sales of goods or services for profit directly to the general public; and

(b) Is not otherwise regularly or primarily engaged in making charitable solicitations in this state or otherwise raising funds in this state for one or more charitable organizations; and

(c) Represents to prospective purchasers that if they purchase a good or service from the commercial coventurer, a specified portion of the sales price or a certain sum of money or some other specified thing of value will be donated to a named charitable organization; and

(d) Does not ask purchasers to make checks or other instruments payable to a named charitable organization or any entity other than the commercial coventurer itself under its regular commercial name. WAC 434-120-025(3)

Savers, Inc.

Fax

To:	Ms. Tabatha L. Johnson c/o Sec. Of State	**From:**	Bradley R. Whiting, General Counsel
Fax:	360-664-4250	**Pages:**	9 pages including this cover
Phone:	360-753-0863	**Date:**	10/18/02
Re:	Attached Letter	**CC:**	None

☐ **Urgent** x **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

(Please route the following to Ms. Johnson as soon as possible)

savers®

Savers, Inc.
11400 SE 6th Street, Suite 220,
Bellevue, WA 98004
P.O.Box 808,
Bellevue, WA 98009
P: 425-462-1515
F: 425-451-2250
www.savers.com

Canadian Corporate
#200-3003 St. John's St.
Port Moody, BC V3H 2C4
P: 604-461-7000
F: 604-461-7001
www.vsginc.com

Savers Australia, Inc.
330 Sydney Road
Brunswick, Victoria,
AU 3056
P: 011-61-3-9381-2800
F: 011-61-3-9381-2700
www.savers.com

Doing Business As
Value Village
savers
Village de Valeurs

October 18, 2002

SENT VIA FACSIMILE TO 360-644-4250

Ms. Tabatha L. Johnson
Charities Program
Office of the Secretary of State
801 Capitol Way South
P.O. Box 40234
Olympia, WA 38504-0234

RE: Your Letter of September 13, 2002 regarding Savers, Inc. and your request for additional information

Dear Ms. Johnson,

Please accept my apology for my delay in responding to your September 20th letter. I have reviewed said letter, and this response including the enclosed materials should be sufficient to allow you to make a final determination of Savers' status under RCW 19.09 and WAC 434-120.

In your letter of September 20, 2002 you indicated it appears that Savers, Inc. is not a charitable organization under RCW 19.09, yet still require additional information from us. As such I have tried to respond to your questions as follows:

Question No. 1: Who contacts the donors to request their discarded household goods/clothing, Savers or the charitable organizations? If Savers contacts the donors, please provide a copy of the script used.

Savers does not contact donors for any solicitation purposes. The charitable organizations solicit on their own behalf to all potential donors, and as such there is no script necessary for Savers use. See Paragraphs 1, 2 and 6 of the enclosed sample agreement.

Question No. 2: Who picks up the donated items, Savers or the charitable organizations?

The charitable organizations are responsible for collecting any and all donated goods. See Paragraph 2 of the enclosed sample agreement.

Question No. 3: Is there any representation made in Savers' stores that donated items or the proceeds from the sale thereof will benefit any charitable organization or charitable purpose? If so, what language is used?

Our stores, our teammates, and the company as a whole are proud of our relationships with the charitable organizations that we purchase goods from, who as I indicated in my September 13th letter we refer to as vendors. In the stores we have historically, and will continue to inform our customers of our relationship with local charities and the nature of that relationship. Purchases made in our stores do indirectly benefit local charities, yet only as a result of the merchandise purchased by us from the charities. We do not claim in the stores or otherwise that sales proceeds benefit a charity. We do not solicit goods based on our relationship, nor do we request our vendors to solicit based on our relationship. See Paragraph 9 of the enclosed sample agreement.

Question No. 4: Is there a contractual relationship between Savers and the charitable organizations? If so, please provide a copy of one of the contract for our review.

Please see the enclosed agreement as between ARC of Spokane and TVI, Inc. (a subsidiary of Savers, Inc. The agreement is quite clear that the charitable organization is responsible for solicitation efforts and that the relationship is one of buyer and seller relative to goods that have been donated to the charitable organization.

Conclusion:

As I indicated in my previous letter, we consider our relationships with our vendors very important to both our success as a retailer, and their success in their organizational missions. We are very proud of our relationships and we share our pride with our teammates and patrons where appropriate.

Should you have any questions please do not hesitate to contact me directly at 425-450-2374.

Regards,

Bradley R. Whiting

Bradley R. Whiting
General Counsel

BRW:boh
File Name o:\...legal\TVI\Secretary of State (Johnson)(10-18-02).doc

BULK PURCHASE AND SALE AGREEMENT

This Agreement is made this first day of September 2002, by and between ARC of Spokane (hereinafter known as "ARC-SP"), a non-profit corporation operating in Washington, and TVI, Inc. (hereinafter known as "TVI"), a Washington state corporation doing business in the state of Washington.

RECITALS

A. ARC-SP is a charitable organization operating in the state of Washington, has and contemplates having various programs for the aid and assistance of children, and needs funds and financing therefore.

B. TVI is a Washington State corporation experienced in the operation of retail second-hand stores, and presently operates stores on a multi-state basis including the state of Washington.

C. Under existing provisions of Washington law, ARC-SP, as a charitable organization, is entitled to solicit salvageable personal property from the general public and sell said property.

D. TVI is desirous of buying from ARC-SP such salvageable personal property, as ARC-SP shall solicit.

E. In order to ensure compliance with Washington law, the parties recognize that the purchase of salvageable personal property by TVI must be pursuant to a bona fide sale by ARC-SP and that such arrangement shall be disclosed to the extent required by law to donors of such salvageable personal property.

Now therefore, it is hereby agreed as follows:

1. Sale of Property. ARC-SP, its successors, or assigns, agrees to sell to TVI all of the salvageable personal property, without exception or reservation, of any description whatsoever, which they shall solicit or obtain or become possessed of by virtue of making solicitations of householders during the term of this contract. Notwithstanding above, ARC-SP is not required to sell to TVI personal property solicited or received from sources for donation to the program of ARC-SP for use by its staff, volunteers, or program participants.

2. Purchase of Property. TVI agrees to purchase from ARC-SP, its successors, or assigns, and ARC-SP agrees to deliver used product consisting of clothing, household items, furniture, and other re-sellable items collected from the general public. ARC-SP will collect said product in various manners including but not limited to phone solicitation, drop boxes, attended stations, and/or mail. ARC-SP agrees these used items collected will not come from any source that may have been pre-sorted or offered for sale to the general public, unless agreed upon in writing.

3. Payment Terms. The consideration provided for in paragraph 2 hereof shall be paid by TVI to ARC-SP, in cash, lawful money of the United States, monthly.

4. Cartage Count. For the purposes of this Agreement, the cartage ("OK") count shall consist of all clothing discards off-loaded into standard TVI receiving carts. One OK shall equal 2.7 cubic feet of reasonably compacted clothing. The price per OK includes an allowance for all furniture, appliances, and miscellaneous items. Best efforts will include, but not be limited to, all solicitations, signage, and printed material for collections to include specific mention of miscellaneous merchandise. In addition, ARC-SP will not refuse any pickups of furniture and miscel. The minimum standard of miscel to cloth ratio should be 25%. The terms of delivery and acceptance of product is set forth in Schedule "C", which is attached hereto and made a part hereof.

5. Term. This agreement shall be in effect for a period of twelve (12) months, commencing September 1, 2002 and expiring August 30, 2003. If another contract is not negotiated prior to the date of expiration, this agreement will automatically renew for an additional six (6) months, with all terms remaining in effect. If either party wishes to terminate this agreement, a ninety (90) written notice prior to the end date is required.

6. Solicitation Program. ARC-SP agrees to maintain staffing, equipment, offices, required licenses, permits and insurance sufficient to perform all its duties and obligations under this agreement.

7. Covenant of ARC-SP. ARC-SP hereby covenants that all persons soliciting donations of salvageable personal property shall either be officers, agents, or employees of ARC-SP and shall be employed to solicit donations in compliance with the provisions and laws of the state of Washington and any of its political subdivisions.

8. Exclusive Sales. ARC-SP agrees that, during the term of this Agreement, it shall sell said salvageable personal property to no person, firm, or corporation except TVI, its successors, or assigns unless otherwise agreed upon in writing. ARC-SP, its successors, or assigns, agrees that during the term of this Agreement, it shall not maintain, operate, control, manage or participate in any manner in any retail store where any salvageable personal property which ARC-SP may solicit shall or will be sold or offered for sale to members of the general public or to other persons.

9. Covenant of TVI. It is the intention of TVI to operate and maintain one or more stores in the state of Washington for the retail sale of salvageable personal property purchased from ARC-SP. TVI hereby agrees and acknowledges that TVI assumes full responsibility for the establishment, operation, and maintenance of such retail store(s), and that ARC-SP shall in no way, directly or indirectly, be connected with, associated with, responsible for, or liable for, the establishment, operation, or maintenance of such retail store(s) of TVI, or any other activities of TVI not specifically referred to in this Agreement.

10. TVI Unable to Operate. In the event TVI is prevented from carrying on the business described above by reason of the enforcement of any ordinance, statute, law, labor dispute, regulation of any city, county, state, or federal governmental authority, or if TVI is, from any other cause not their fault, including termination or cancellation of any lease under which TVI conducts any business involving said salvageable personal property, prevented from carrying on the described business, then TVI shall be excused from the obligations to make any purchase hereunder while so prevented, but shall resume making said purchases when and if such disability is remedied. TVI agrees to use its best efforts to remedy any such disability occurring.

11. ARC-SP Unable to Perform. In the event ARC-SP is prevented from carrying on the solicitation of salvageable personal property described above by reason of the enforcement of any ordinance, statute, law, labor dispute, rule or regulation of any city, county, state, or federal governmental authority, or if ARC-SP is, from any other cause not its fault, prevented from carrying on the above-described activities, then it shall be excused from the obligation to make any sales hereunder while so prevented, but shall resume making said sales when and if such disability is remedied. ARC-SP agrees to use its best efforts to remedy any such disability occurring.

12. Default Cure. Not withstanding items #5, #10 and #11 of this agreement, any breach to this agreement shall be documented in writing by the complaining party and submitted per item #19 to the breaching party. The party in breach of this agreement will have thirty (30) days in which to comply with the terms of this agreement. Failure to correct each breach or default within the stipulated time shall be grounds for termination of said agreement. In addition, any re-occurrence of breach with in ninety (90) days of correction me be viewed as continuance of breach and may result in termination.

13. Termination. In the event of termination of this Agreement, all leases and related termination expenses are the responsibility of TVI, Inc.

14. Product Quotas. Specific quotas regarding the number of OKs, which ARC-SP agrees to deliver in specific volumes, have been set forth on a "Schedule B". The quotas will serve as the maximum obligation of ARC-SP and the minimum obligation of TVI, Inc. Both parties agree to reasonable fluctuation as defined in Schedule "C". In the event of significant under performance (-10% in any given quarter) the quota will be under review for potential reduction. ARC-SP will be provided a reasonable opportunity to correct performance issues In addition, if quota reduction is necessary, the reduction may be to the level of 5% above the actual performance average of the previous quarter.

15. Assignment. This agreement may not be assigned in whole or part by either party hereto without the written permission of the other party.

16. Mutual Release. TVI and ARC-SP hereby release each other and their respective shareholders, directors, officers, partners, employees, agents, or contractors from any claims for damage that are caused by or result from risks insured against under any insurance policies carried by the parties pursuant to any provision of this Agreement. TVI and ARC-SP shall cause each insurance policy obtained by it to provide that the Insurer waives all right of recovery by way of subrogation against the other party or their respective shareholders, directors, officers, partners, employees, agents, or contractors in connection with any loss covered thereby.

17. Governing Law. In the event suit or action is brought by a party on this Agreement or on any instrument or document contemplated by this Agreement, the party prevailing in such suit or action shall be entitled to be awarded reasonable attorneys' fees in addition to other costs and disbursements allowed by law, including the same incurred with respect to appeal. In the event of dispute, this Agreement shall be governed by the laws of the State of Washington.

18. Proprietary Information. This agreement and any other materials provided to ARC-SP by TVI may not be disseminated in whole or in part to any persons, corporation, or entity except agency persons directly accountable to this agreement without written consent from authorized personnel of TVI, Inc.

19. Notice. All notices given under any of the provisions of this Agreement shall be deemed to have been duly given if mailed by registered or certified mail or sent by fax with a confirmed receipt within 72 hours, as follows:

To TVI at:

TVI, Inc.
11400 SE 6th Street
Suite #220
Bellevue, Washington 98004

To ARC of Spokane at:

ARC of Spokane
127 West Boone Ave.
Spokane, WA 99201

In Witness Whereof, the parties have executed this Agreement the day and year first mentioned above.

ARC of Spokane

By_____
Greg Falk
Executive Director

TVI, INC.

By_____
Tom Ellison
CEO

Arc of Spokane
(ARC-SP)
2002 Schedule "A"

This Schedule is attached to and made a part of the Bulk Purchase and Sale Agreement dated September 1, 2002, between ARC-SP and TVI, Inc.

OK Price

The price per OK for cartage as defined in Paragraph 4 of the Agreement shall be as follows:

Effective September 1, 2002, the price will be $9.93.
Effective January 5, 2003 the price will be $9.50.
Effective July 6, 2003 the price will be $9.00.

Back Door Price

The price per back door OK will be 30% of delivered OK price.

At TVI's discretion, we may purchase product over 1700 at $8.00 up to 2000 OKs per week. Any product over 2000 OKs per week will be negotiated.

ARC of Spokane
(ARC-SP)
Schedule "B"

Deliveries will be worked out at District level

PERIOD	PERIOD DATES	WEEKS WORKED	DAILY TOTAL	WEEKLY TOTAL	MONTHLY TOTAL
1	01/05/03 to 02/01/03	4	340	1,700	6,800
2	02/02/03 to 03/01/03	4	340	1,700	6,800
3	03/02/03 to 04/05/03	5	340	1,700	8,500
4	04/06/03 to 05/03/03	4	340	1,700	6,800
5	05/04/03 to 05/31/03	4	340	1,700	6,800
6	06/01/03 to 07/05/03	5	340	1,700	8,500
7	07/06/03 to 08/02/03	4	340	1,700	6,800
8	08/03/03 to 08/30/03	4	340	1,700	6,800
9	09/01/02 to 10/05/02	5	340	1,700	8,500
10	10/06/02 to 11/02/02	4	340	1,700	6,800
11	11/03/02 to 11/30/02	4	340	1,700	6,800
12	12/01/02 to 01/04/03	5	340	1,700	8,500
Annual Total					**88,400**

Weekly quotas are established on a five-day work week.

Stat holidays will reduce weekly and monthly quotas.

Arc of Spokane
(ARC-SP)
2002 Schedule "C"

This Schedule "C" is attached to and made a part of the Bulk Purchase and Sale Agreement dated September 1, 2002, between ARC-SP and TVI, Inc. It serves to clarify product definitions, quota expectations and change authorizations.

1. "OK" shall mean the cartage of clothing goods and miscel items off-loaded into standard receiving carts. For clothing, 1 (one) OK shall equal 2.7 cubic feet of reasonably compacted clothing. For miscel items, one (1) OK shall equal 2.7 cubic feet.

2. As defined in Schedule "B", TVI is obligated to purchase set number of OKs on a daily, weekly and annual basis with the following allowances:

a.) Daily OKs may exceed quota by a maximum of 10%.
b.) Weekly OKs may exceed quota by a maximum of 5%.
c.) Monthly or period quotas may not exceed quota.

3. TVI may purchase less than weekly quota at any time to stay within the terms of Items 2a, 2b, and 2c above.

4. Back door donations are defined as any product delivered to TVI property by the general public.

5. Back door donations are not included as part of established quotas.

6. Any adjustments to quotas must be mutually agreed upon by both parties in writing, unless defined as breach.

7. Any quota adjustments must be authorized by the Sourcing Department or Executive Management of TVI. All changes must be confirmed in writing.

September 20, 2002

Bradley Whiting
Savers, Inc.
PO Box 808
Bellevue, WA 98009

Dear Mr. Whiting,

We are in receipt of your faxed letter, dated September 13, 2002, in response to our August 6, 2002 letter regarding Savers, Inc. and possible registration requirements pursuant to Washington's Charitable Solicitations Act, RCW 19.09.

In your letter, you indicated that Savers sells merchandise purchased from local not-for-profit organizations in its retail stores, but does not "solicit for donations or contributions on behalf of any organization." Based on the activities you described in your letter, Savers is not required to register pursuant to RCW 19.09. However, additional information is needed before we can make a final determination.

We received a consumer inquiry regarding Savers, Inc., wherein the consumer indicated that Savers solicits discarded household goods/clothing on behalf of charitable organizations. Your September 13 letter claims that the opposite is true. Please provide answers to the following questions so that we may better understand Savers' activities:

1) Who contacts the donors to request their discarded household goods/clothing, Savers or the charitable organizations? If Savers contacts the donors, please provide a copy of the script used.
2) Who picks up the donated items, Savers or the charitable organizations?
3) Is there any representation made in Savers' stores that donated items or the proceeds from the sale thereof will benefit any charitable organization or charitable purpose? If so, what language is used?
4) Is there a contractual relationship between Savers and the charitable organizations? If so, please provide a copy of one of the contracts for our review.

Please provide answers to the above-mentioned questions and/or the requested items within **30 days** from the date of this letter.

If you have any questions, please do not hesitate to contact me at (360) 753-0863 extension 247 or TJohnson@secstate.wa.gov.

Sincerely,

Tabatha Johnson
Charities Program
Office of the Secretary of State

Savers, Inc.

Fax

To:	Ms. Tabatha L. Johnson c/o Sec. Of State	**From:**	Bradley R. Whiting, General Counsel
Fax:	360-664-4250	**Pages:**	3 including this cover
Phone:	360-753-0863	**Date:**	09/16/02
Re:	Attached Letter	**CC:**	None

x **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

(Please route the following to Ms. Johnson as soon as possible)

Savers, Inc.
11400 SE 6th Street,
Suite 220,
Bellevue, WA 98004

P.O.Box 808,
Bellevue, WA 98009

P: 425-462-1515
F: 425-451-2250

www.savers.com

Canadian Corporate:

#200 3003 St. John's St.
Port Moody, BC V3H 2C4

P: 604-461-7000
F: 604-461-7001

www.wsinc.com

Savers Australia, Inc.

330 Sydney Road
Brunswick, Victoria,
AU 3056

P: 011-61-3-9381-2800
F: 011-61-3-9381-2700

www.savers.com

Doing Business As
Value Village
Savers
Village de Valeurs

September 13, 2002

SENT VIA FACSIMILE TO 360-644-4250

Ms. Tabatha L. Johnson
Charities Program
Office of the Secretary of State
801 Capitol Way South
P.O. Box 40234
Olympia, WA 38504-0234

RE: Your Letter of August 6, 2002 regarding Savers, Inc. and its potential for registration under the Washington State Charitable Solicitations Act (RCW 19.09)

Dear Ms. Johnson,

I have reviewed your letter of August 6, 2002 and the enclosed materials including RCW 19.09 and WAC 434-120 regarding the applicability of both the statute and the regulation relative to Savers, Inc. As to both the RCW and the WAC, Savers is not required to register in any capacity based on both a legal and factual basis.

Our Business Model:

Our business model is very basic. From our retail store locations we sell merchandise, consisting primarily of clothing, shoes, books, and household furnishings. The merchandise is substantially used in nature. We obtain our used merchandise through relationships with local not-for-profit organizations including Association of Retarded Citizens, Community Services for the Blind and Partially Sighted, and the Northwest Center for the Retarded. We do not solicit for donations or contributions on behalf of any organization, nor do we donate ourselves to any organization. All merchandise obtained from the local not-for-profit entities is purchased from the entities at a commercially negotiated price, and is not tied to any subsequent sale to the public. Our relationship with the entities is strictly one of purchaser and supplier. We refer to our various suppliers appropriately as "vendors."

The Statutory Scheme:

A thorough review of the RCW's and WAC's supports the aforementioned relationship of purchaser and seller in that the following definitions under both the statute and administrative code **"are not applicable"** to Savers, Inc.:

Commercial fund raiser, as defined under RCW 19.09.020(8), nor WAC 434-120-025(7)
Charitable organization, as defined under RCW 19.09.020(2), nor WAC 434-120-025(1)
Commercial coventurer, as defined under WAC 434-120-025(3)
Contribution, as defined under RCW 19.09.020(4)
Solicitation, as defined under RCW 19.09.020(15), nor WAC 434-120-025(6)

In that the aforementioned definitions are non-applicable to Saver, Savers is neither an entity that requires registration nor an entity that solicits a contribution, and the balance of the act is inoperative as to Savers.

Conclusion:

From both a factual and legal basis Savers does not fall under the purview of the Washington State Charitable Solicitations Act (RCW 19.09) and its associated administrative regulations (WAC 434-120).

Savers as an organization is very proud of our relationships with our various vendors, and through our purchases of merchandise our ability to support these organizations and their various extremely worthwhile endeavors. We consider our relationships with our vendors very important to both our success as a retailer, and their success in their organizational missions. In addition, we are very proud of our relationships and we share our pride with our teammates and patrons where appropriate.

Should you have any questions please do not hesitate to contact me directly at 425-450-2374.

Regards,

Bradley R. Whiting

Bradley R. Whiting
General Counsel

BRW:boh
File Name o:\...legal\TVI\Secretary of State (Johnson)(9-13-02).doc

August 6, 2002

SAVERS, Inc.
c/o Jay Carpenter PO Box C-90016
Bellevue, WA 98009-9016

Dear Fund-raiser:

It has come to our attention that your organization solicits or receives contributions on behalf of one or more charitable organizations. As a result, your organization may come under the provisions of the Charitable Solicitations Act, RCW 19.09. Pursuant to Washington State law, your organization may be required to register with our office as a "Commercial Fund-raiser." Registration form(s) and copies of the applicable laws are enclosed for your review.

Please submit the following items within **30 days** from the date of this letter:

- Application to Register as a Commercial Fund-raiser (including financial information from your most recently completed accounting year)
- $250 registration fee
- Proof of $15,000 Surety Bond

If you believe that registration is not required, please provide our office with written information regarding your organization, including a copy of your written contract agreement with a charitable organization. Please state the precise legal and factual basis upon which you base your belief that you are not required to register pursuant to Washington's Charitable Solicitations Act. Upon receipt, we will review your materials and provide you with a written determination regarding registration pursuant to RCW 19.09.

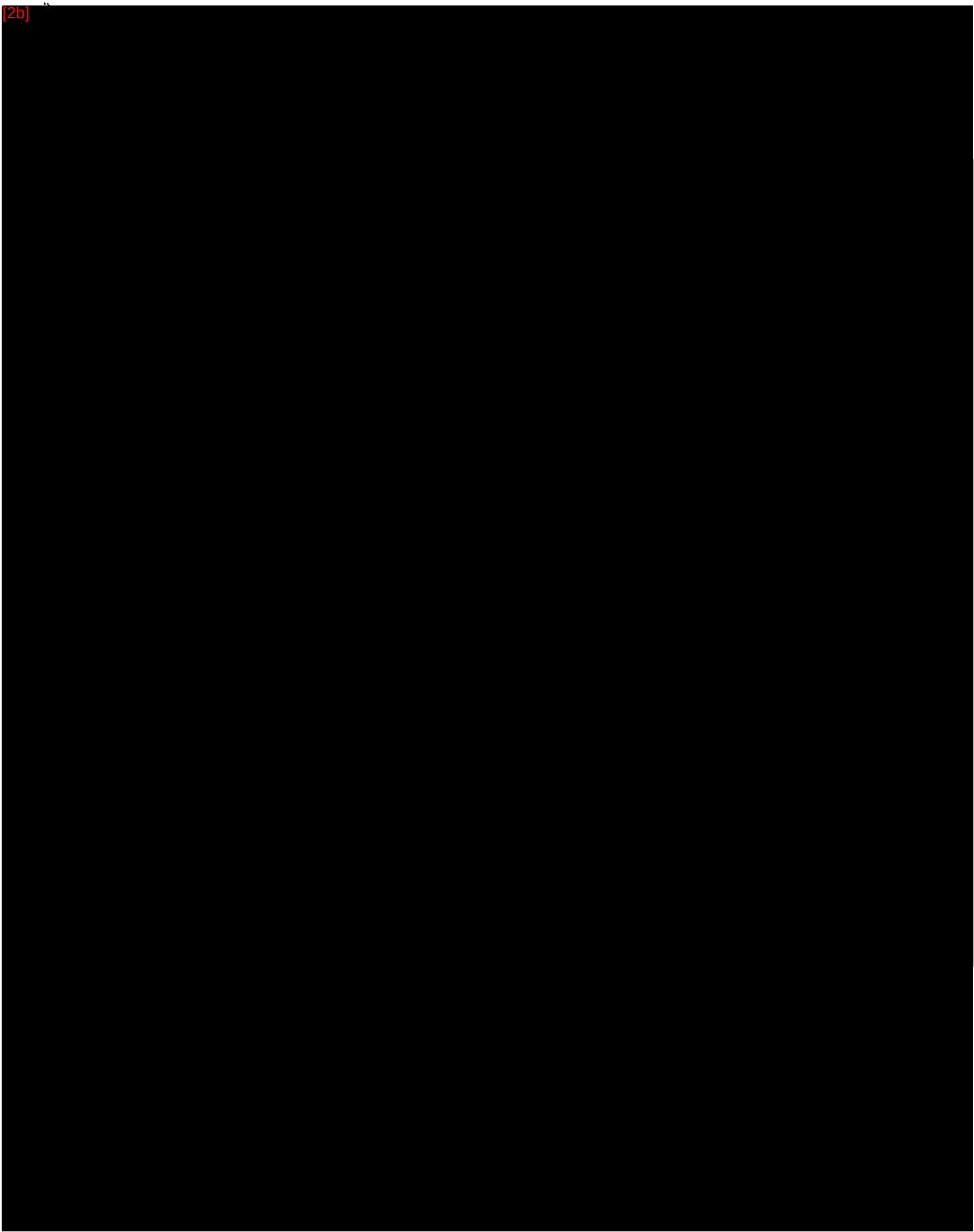
Please respond within **30 days** from the date of this letter.

If you have any questions or require assistance, please do not hesitate to contact me at TJohnson@secstate.wa.gov or (360) 753-0863 x 247.

Sincerely,

Tabatha L. Johnson
Charities Program
Office of the Secretary of State

(I01)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Washington Secretary of State
SAM REED

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Corporations

Corporations Division - Registration Data Search

SAVERS, INC.

UBI Number	601 428 298
Category	Regular Corporation
Profit/Nonprofit	Profit
Active/Inactive	Active
State of Incorporation	WA
Date of Incorporation	11/25/1992
License Expiration Date	11/30/2002

Registered Agent Information

Agent Name	JAY CARPENTER
Address	777 108TH AVE NE STE 1900 PO BOX C-90016
City	BELLEVUE
State	WA
ZIP	980099016

Special Address Information

Address	
City	
State	
Zip	

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Disclaimer
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    <o:File HRef="themedata.thmx" />
    <o:File HRef="colorschememapping.xml" />
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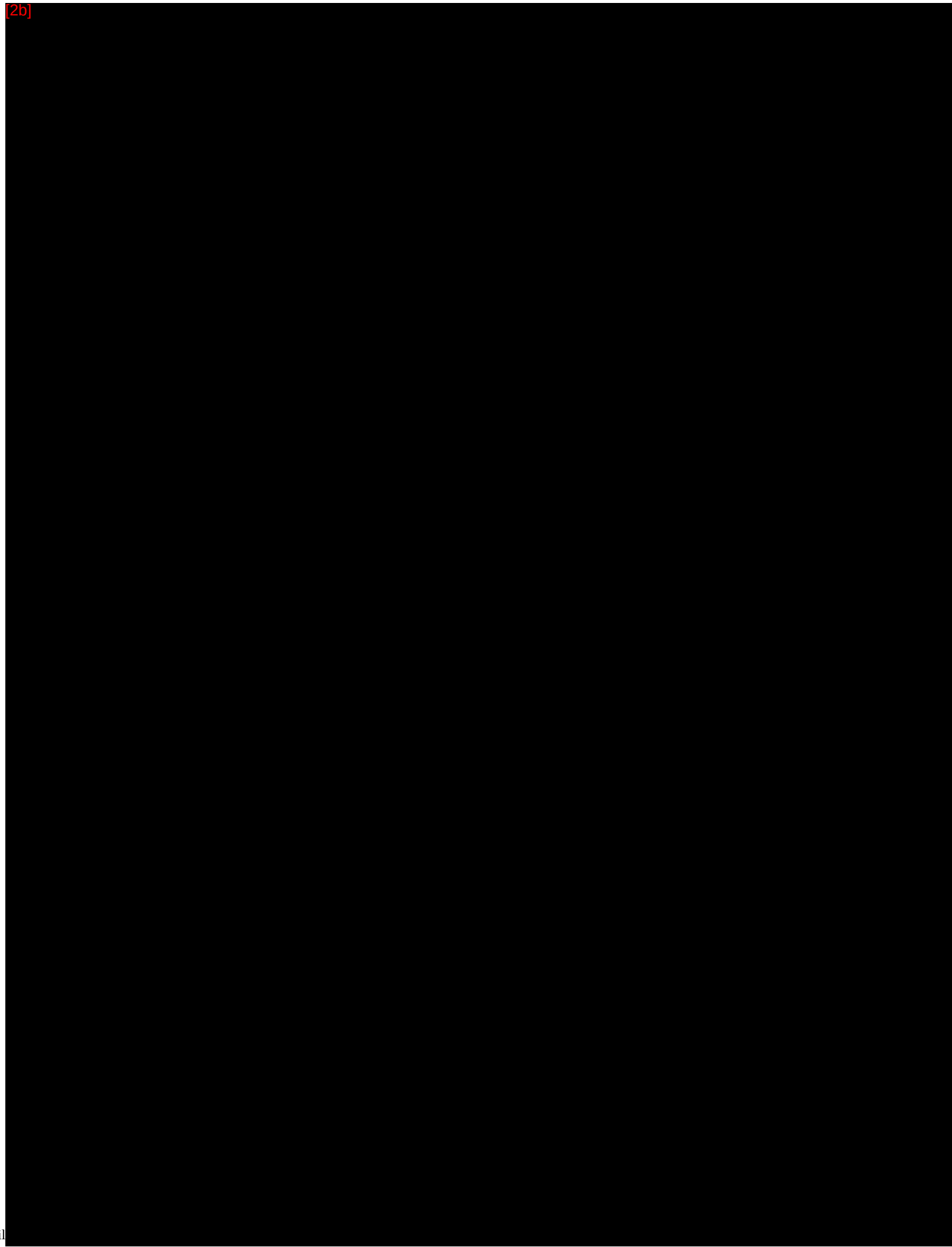
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