

THE REALREAL

IN-HOME CONSIGNMENT MYSTERY SHOP

INSTRUCTIONS

QUESTIONNAIRE

You will submit an online request form to schedule an in-home consignment visit with a RealReal associate. You will receive a phone call or text to confirm, and proceed to schedule an appointment. The phone call/text and in-home visit are both evaluated. You must present valid items for consignment. You will not actually consign your items.

Before You Begin

- Review your shop confirmation
- Review consignment requirements: acceptable brands and items, condition, price point, etc.
- Submit online request 2+ days before shop date
- Review photo & documentation requirements

Don't Forget!

- Ensure you have valid, consignable items
- Submit online request 2+ days in advance
- Ask for name of consignment associate(s)
- Write thorough and detailed narrative
- Take all required photos/screenshots



General Requirements

- **Submission Deadline: 12:00 PM EST the day following your scheduled shop date.** The deadline is noted in eastern standard time. If your completed survey is not submitted to shopperhub.cxgroup.com by the deadline, it will be automatically cancelled.
- Read all instructions and the entire questionnaire before you complete the shop.
- Answer all questions and provide detailed supporting narrative to explain your responses.
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Do not say or do anything to limit the opportunity for the associate(s) to perform the behaviors the survey is designed to evaluate.
- If a Quality Assurance Editor contacts you for additional information or clarification about your experience, respond promptly.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for The RealReal.
- If you are already in The RealReal's system as a member/customer, you are not eligible to complete this shop. Contact your scheduler immediately to have this shop removed from your queue.
- Neither children nor any other guests should be present during the evaluation.
- If you have pets, they must be put away for the duration of the evaluation.
- You must schedule the appointment to take place at your home. You cannot schedule an appointment in any other public setting.
- Failure to follow the specifications for this project as outlined in this document may result in shop cancellation and non-payment.



Consignment Requirements

- **Present at least FIVE (5) eligible items for consignment OR any number of items with an estimated value of \$2K.** You will pose as a customer who is interested in consigning these items, however you will NOT actually consign any items.
 - You can go off what you originally paid to estimate the value of your items—e.g., if you originally paid \$1500 for a purse and \$500 for a jacket, and both are eligible brands/items, you would only need to present those two items to complete this shop.
 - Alternatively, if you have 5 items that are all eligible brands/items, but the estimated value is less than \$2K, you could use those 5 items to complete this shop.
- The items you present must be in MINT condition (e.g., not worn, torn, etc.).
- The items you present must be included in the ELIGIBLE BRAND and item list.

*****[CLICK HERE](#) to review the list of eligible brands and items.*****

- Brands are listed in alphabetical order.
- The eligible brands you present must also be listed as an ELIGIBLE ITEM for that brand. Eligible items will be listed first, followed by the eligible brand for those items only. Not all brands will accept the same items, so carefully review the list to ensure your item is listed under the brand.
- When you click on the link, specific eligible items are listed and categorized, followed by the eligible brands for those specific items.
- If your brand does not list specific eligible items above it, contact your scheduler for clarification before attempting to complete this shop.
- If any items you present are not listed as an eligible brand, your shop will not be valid, and you will not be paid.
- If any brands you present are not listed under the specific item category for that brand, your shop will be invalid, and you will not be paid. Again, carefully review the list to ensure your item and brand qualify.
- Please note that Coach is no longer an acceptable brand.

***There are thousands of eligible brands—below is a partial list of popular brands. You may be surprised at what brands you own that qualify!*

Note that this is not all of the options. Please click on the link above to see all brands and items that qualify.

- | | | | |
|---------------------------|---------------------------|------------------------|----------------------|
| • Adidas Yeezy Collection | • Hoka | • Patagonia – only | • The Marc Jacobs |
| • Alice + Olivia | • Hunter | outerwear & bags | • Theory |
| • AllSaints | • Jason Wu | • Polo Ralph Lauren | • Tiffany & Co. |
| • Alo Yoga | • Jimmy Choo | • Prada | • Tom Ford |
| • Badgley Mischka | • Joie | • Rag & Bone | • Tory Birch |
| • Balenciaga | • Kate Spade New York | • Ralph Lauren | • Tory Birch Home |
| • Bergdorf Goodman | • London Fog | • Ray-Ban | • Tory Sport |
| • Betsey Johnson | • Louis Vuitton | • Rolex | • Trina Turk |
| • Beyond Yoga | • Marc Jacobs | • Saks Fifth Avenue | • UGG |
| • Birkenstock | • Max Mara | • Sarah Jessica Parker | • Valentino |
| • Birki's by Birkenstock | • Michael Kors Collection | • Shinola | • Veja |
| • Birks | • Moschino | • SKIIM | • Vera Wang |
| • Burberry | • Mother | • Sorel | • Yeezy |
| • Calvin Klein | • Neiman Marcus | • Stella McCartney | • Yves Saint Laurent |
| | | | • Zac Posen |



Shop Instructions

Step #1: Submit the online request form and schedule an in-home appointment.

- You must submit your online request form at least 2 days in advance of your assigned shop date, to allow enough time for an associate to contact you and confirm/schedule the appointment.
- [CLICK HERE](#) to be routed to the online request form. It looks like this:

Screenshot of the online request form titled "Sell with us. It's easy." The form asks for personal information: "Let's start with a little info about you." It includes input fields for "FIRST NAME *", "LAST NAME *", "EMAIL ADDRESS *", "+1 PHONE *", and "ZIP *". Below the fields is a checkbox with the text: "By continuing, I agree to [Consignor Terms](#), confirm that all items are on the [Designer List](#), and adhere to The RealReal's [Quality Standards](#). By providing a telephone number and submitting the form, I consent to be contacted by SMS text message. Message and data rates apply. Reply STOP to opt out of further messaging." At the bottom is a black button labeled "CONTINUE".

- Enter your real contact information—first and last name, valid email address, and valid phone number.
- Enter the zip code for your home where the evaluation will take place. An associate will actually be contacting you and visiting your home, so you must provide accurate contact information and address details.
- You should be presented with the option to book a free at-home appointment. Select this option. If you are not presented with a free at-home appointment option, contact your scheduler.

Screenshot of the "How would you like to sell?" selection screen. At the top, a progress bar shows four steps: "Info", "Method", "Timing", and "Last Step", with "Method" currently selected. Below the progress bar are three options:

- RECOMMENDED** (highlighted with a red circle): **FREE AT-HOME APPOINTMENT**. Have one of our luxury managers come to you. **BOOK NOW**
- IN-STORE APPOINTMENT OR DROP OFF**. Stop by one of our 14 locations and let our experts do the rest. **BOOK NOW**
- SHIP TO US**. Pack up your items and ship them with a free printed label or QR code. **START**

At the bottom, it says "Based on 10001 [Edit zipcode](#)."

- Complete all steps of the online request form. You should receive a discovery phone call shortly after you submit the online request form. You will confirm and schedule your in-home appointment during this call.
- The first outreach typically comes from a Business Development Representative. If you submit the online form during normal business hours, the representative generally reaches out within 5-10 minutes, with a max of up to

an hour. Monitor your phone to ensure you do not miss the call.

- The second outreach typically comes from the Luxury Manager, who is the consignment associate you will work with (the person who will come to your home). Allow at least 24 hours for them to respond. Monitor your phone to ensure you do not miss the call.
- Outreach may also come in the form of a text message.
- Schedule an appointment to take place on your assigned shop date. If you are told your assigned shop date is not available for an appointment, continue to schedule an appointment for the next available date. Contact your scheduler if you need to reschedule your shop.
- Be prepared to discuss your items over the phone. The associate may ask for specific details about your item, such as the brand, size, color, year, designer, etc., so be prepared to answer these types of questions.
- Evaluate if the associate confirms how many pieces are expected to be consigned, who will be present during the appointment, and confirms the appointment.
- Note if the associate confirms your name, email, address, and phone number for scheduling the appointment.
- If the associate does not confirm their name, ask before the call ends. The name of the phone associate is required.

Step #2: Prepare your home.

- Before the associate arrives at your home, take photos of all the items you discussed over the phone that you plan to present—review photo requirements below.
- Have the items set out and ready for the evaluation before the associate arrives.
- Ensure any pets are put away before the associate arrives.

Step #3: Evaluate the interaction with the consignment associate.

- Evaluate if the associate arrives in a polished, professional manner.
- Allow the associate every opportunity to proactively provide information and educate you. Do not interrupt or say you are not interested, etc. Allow the associate to speak freely. Evaluate what information they share.
- Ask an open-ended question during your interaction. Your question should evaluate associate knowledge and cannot be answered with Yes or No. For example:
 - What is the process to consign with you?
 - How long does it take to start selling?
 - What are the most popular items that tend to sell well?
 - What if my item doesn't sell?
 - What is the resale value of [specific item]?
 - How much commission will I get?
- Evaluate if the associate thoroughly reviews and discusses the contract.
- Evaluate if the associate shares information about the referral program and follow-up steps.
- If the associate does not offer a quote for your items, ask at the end of your interaction. Do not push if they say they cannot provide an exact value. Note in your survey form what the associate says.
- If you are offered to consign your items, politely provide an objection—the price/value isn't enough or not what you were expecting, you aren't ready to part with your items yet, etc.

- **Do NOT actually consign your items.** You will not be reimbursed for any consignment fees or costs before, during, or after this shop.
- If you are told any of the items you presented cannot be consigned, explain all details in your survey form.
- Write detailed narrative in your survey form to explain the interaction you had with the consignment associate.
- Obtain the name of the associate and remember their physical description. Ask if they do not introduce themselves or you don't remember at the end of the interaction. The name of the consignment associate is required.

Step #4: Evaluate your overall experience.

- Evaluate your overall experience, including likelihood to use/recommend services if you or your friends/family were actually in the market to consign.
- Explain any areas where the associate excelled or could improve in their performance.
- Do not mark down for factors outside the associate's control. Base responses on the customer service ONLY.
- Keep the following Brand Standards in mind as you evaluate how your experience aligns with The RealReal's customer experience model:
 - Relate - welcome and engage with every customer
 - Educate - every customer on the consignment process and product knowledge
 - Add On - enhance experience through surfacing additional products and services
 - Lifecycle - encourage and establish continued engagement with The RealReal community



Photo & Screenshot Requirements

ITEMS YOU PRESENTED TO CONSIGN:

- Take at least one (1) photo of the items you presented to consign. Make sure the brand and any logos are clearly shown in the images. Take multiple photos of the items, logos, and tags to show this if needed.
- Do NOT take these photos in the presence of the consignment associate. This may result in you being recognized as a mystery shopper.

APPOINTMENT CONFIRMATION:

- You should receive a text or email confirmation of your appointment. Take at least one (1) screenshot showing the details of your scheduled appointment, including date and time.

CONSIGNMENT QUOTE:

- If the associate provides you with a digital or physical quote, include at least one (1) photo/screenshot.
- If the associate only provides a verbal quote, provide those details in your survey narrative.

TEXT/EMAIL EXCHANGES:

- Take at least one (1) screenshot of any text/email communication you had with the associate, if applicable.

Shops that do not include the required photos/documentation as outlined above will be rejected without payment.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Appointment Setting Experience

1. Indicate the phone number you provided when you submitted your online inquiry:

Input YOUR phone number that you provided. Format response as 999-999-9999

2. Indicate the email address you provided when you submitted your online inquiry:

Input YOUR email address that you provided.

3. Were you able to submit your online in-home consultation appointment request?

Yes

No

4. Date and Time Inquiry Submitted:

Format response as MM/DD/YYYY HH:MM AM/PM

5. Was a pre-appointment discovery call conducted?

Select Yes if you received a call OR text.

Yes (10 points)

No (0 points)

6. Date and Time Call/Text From the Associate:

Format response as MM/DD/YYYY HH:MM AM/PM

7. Indicate name of the associate who conducted the pre-appointment discovery call:

Sophia Richter

Geena Toscano

Melissa Bischoff

Jenessa Bennington

Savannah Van Dyke

Krystal Bockholt

Sheryl Lynn

Bernadette Thorne

Lisa Engstrom

Krista Mitchell

Lauren Bugarin

Makenna Bailey

Sarah Benamar

Danielle Barnes

Carolyn Heyland

Stephanie Bach

Jennifer Broek

Other

April Lindsey

Grace Daniels

N/A

Maegan Monne

Brittany Levin

Marjoje Santomin

Shay Coffin

8. If Other, indicate name of the associate:

9. Projects a positive attitude

Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (uses upbeat tone of voice that conveys enthusiasm and energy) (10 points)

Appears to be going through the motions / seems disinterested OR is impolite (0 points)

10. Confirms contact information

All references to the "consignor" in this survey form refer to you.

- Confirms consignor's contact information (name, email, address, phone number) (10 points)
 Does NOT confirm consignor's contact information (0 points)

11. Associate confirms with the consignor how many pieces are expected to be consigned

- Yes (10 points)
 No (0 points)

12. Associate confirms with the consignor the brands/categories that are expected to be consigned

- Yes (10 points)
 No (0 points)

13. Associate confirms who will be present during the appointment (kids/pets/spouse)

- Yes (10 points)
 No (0 points)

14. Associate confirms appointment date and time

- Yes (10 points)
 No (0 points)

15. Indicate the date and time of your appointment:

Format response as MM/DD/YYYY HH:MM AM/PM

16. Phone associate expresses appreciation

- Sincerely thanks you AND offers a positive closing remark (e.g., "Thank you, have a great afternoon!") (10 points)
 Sincerely thanks you OR offers a positive closing remark (5 points)
 Does NOT thank or thank is insincere and does NOT offer a positive closing remark (0 points)

17. Appointment Setting Experience Supporting Narrative:

Explain the responses you selected for the Appointment Setting Experience questions. Be sure to explain ALL responses of less than full point value. You must enter between 150 and 1000 characters.

Consignor Interaction**18. Indicate the name of the Associate:****19. Indicate the approximate age of the Associate:**

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 20 or less | <input type="checkbox"/> 41 - 45 |
| <input type="checkbox"/> 21 - 25 | <input type="checkbox"/> 46 - 50 |
| <input type="checkbox"/> 26 - 30 | <input type="checkbox"/> 51 - 55 |
| <input type="checkbox"/> 31 - 35 | <input type="checkbox"/> 56 or older |
| <input type="checkbox"/> 36 - 40 | |

20. Indicate the gender of the Associate:

- Male
 Female
 Prefer not to answer

21. Was the Associate wearing glasses?

- Yes
 No

22. Indicate the hair color of the Associate:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Auburn/Red | <input type="checkbox"/> Brown |
| <input type="checkbox"/> Green/Blue/Purple | <input type="checkbox"/> Dark Brown |
| <input type="checkbox"/> Black | <input type="checkbox"/> Gray/White |
| <input type="checkbox"/> Blonde | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Light Brown | |

23. Indicate the hair length of the Associate:

- | | |
|--|---|
| <input type="checkbox"/> Short | <input type="checkbox"/> Long |
| <input type="checkbox"/> Ear Length | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Mid-Back | |

24. Indicate the approximate height of the Associate:

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less | <input type="checkbox"/> 5'10" |
| <input type="checkbox"/> 5'1" | <input type="checkbox"/> 5'11" |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1" |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus |
| <input type="checkbox"/> 5'8" - 5'9" | |

25. Indicate the apparent race of the Associate:

- | | |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian | <input type="checkbox"/> Native-American |
| <input type="checkbox"/> East Asian | <input type="checkbox"/> Other |
| <input type="checkbox"/> South Asian | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Hispanic | |

26. Associate arrives at the agreed upon date and time

- Yes
 No

27. If no, provide details as to why the associate was not present at the agreed upon time:

Enter between 30 and 1000 characters.

28. Indicate the name of the associate:

- | | | |
|---|--|---|
| <input type="checkbox"/> Sophia Richter | <input type="checkbox"/> Marjoje Santomin | <input type="checkbox"/> Brittany Levin |
| <input type="checkbox"/> Jenessa Bennington | <input type="checkbox"/> Geena Toscano | <input type="checkbox"/> Shay Coffin |
| <input type="checkbox"/> Sheryl Lynn | <input type="checkbox"/> Savannah Van Dyke | <input type="checkbox"/> Melissa Bischoff |
| <input type="checkbox"/> Krista Mitchell | <input type="checkbox"/> Bernadette Thorne | <input type="checkbox"/> Krystel Bockholt |
| <input type="checkbox"/> Sarah Benamar | <input type="checkbox"/> Lauren Bugarin | <input type="checkbox"/> Lisa Engstrom |
| <input type="checkbox"/> Stephanie Bach | <input type="checkbox"/> Danielle Barnes | <input type="checkbox"/> Makenna Bailey |
| <input type="checkbox"/> April Lindsey | <input type="checkbox"/> Jennifer Broek | <input type="checkbox"/> Carolyn Heyland |
| <input type="checkbox"/> Maegan Monne | <input type="checkbox"/> Grace Daniels | <input type="checkbox"/> Other |

29. If Other, indicate name of the associate:**30. Initiates friendly greeting**

- Initiates conversation with a handshake, smile, eye contact, and a friendly verbal greeting (10 points)
 Responds with a friendly verbal greeting (does NOT initiate the conversation) (5 points)
 Greeting was rushed and/or impersonal (0 points)

31. Projects positive attitude

- Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (consistently smiles, makes eye contact, and uses upbeat tone of voice that conveys enthusiasm and energy) (10 points)
- Pleasant, polite, and reserved (e.g., uses minimal gestures and a positive, steady tone) (5 points)
- Appears to be going through the motions or seems disinterested (0 points)

32. Associate appearance

- Neat, professional, and stylish (10 points)
- Unprofessional, poorly styled (0 points)

33. Associate has price ranges ready for specific items

- Yes (10 points)
- No (0 points)

34. Indicate the question you asked:**35. Indicate the associate's response:****36. Do you have a photo of the items you presented to consign?**

Select Yes and upload photos of your items. Your photos must show ALL items presented to consign. Include labels, brand name, etc. to clearly show what the item is and the brand. Upload multiple photos if you cannot clearly fit all items in one image.

- Yes
- No

37. Demonstrates knowledge

- Thoroughly answers your question (e.g., pricing, promotions, terms of the agreement, etc.) (10 points)
- Does NOT thoroughly answer your question (0 points)

38. Associate leads with a high-value pitch (e.g., special in-person valuation service, delivery to luxury consignment offices, etc.)

- Yes (10 points)
- No (0 points)

39. Associate revisited the high-value pitch later in the appointment

- Yes (10 points)
- No (0 points)

40. Associate fully utilizes leverage tools (e.g., expert app, pricing app, website) during the presentation

- Yes (10 points)
- No (0 points)

41. Associate thoroughly reviews and explains contract

- Yes (10 points)
- No (0 points)

42. Associate adequately educates the consignor on how to monitor their account via their My Sales page

- Yes (10 points)
- No (0 points)

43. Associate adequately educates the consignor on The RealReal's condition standards

- Yes (10 points)
- No (0 points)

44. Focuses on you

- Listens attentively, gives undivided attention without interruption or distraction, and does NOT make you feel rushed (10 points)
- Listens but is disengaged and appears to be going through the motions (5 points)
- Does not listen, appears distracted or unfocused, or makes you feel rushed (0 points)

45. Communicates clearly

- Speaks in a language you understand (avoids jargon, does not talk over your head or talk down to you) AND checks for understanding (10 points)
- Speaks in a language you understand (not over or under your knowledge level) but does NOT check for understanding (5 points)
- Speaks over or under your level of expertise AND does NOT check for understanding (0 points)

46. How clearly did the associate explain The RealReal's pricing structure and commission rates?

- | | |
|--|---|
| <input type="checkbox"/> 1 - Very confusing (1 points) | <input type="checkbox"/> 6 (6 points) |
| <input type="checkbox"/> 2 (2 points) | <input type="checkbox"/> 7 (7 points) |
| <input type="checkbox"/> 3 (3 points) | <input type="checkbox"/> 8 (8 points) |
| <input type="checkbox"/> 4 (4 points) | <input type="checkbox"/> 9 (9 points) |
| <input type="checkbox"/> 5 (5 points) | <input type="checkbox"/> 10 - Extremely clear (10 points) |

47. Associate proactively discusses pricing with the consignor

- Yes (10 points)
- No (0 points)

48. Associate is able to effectively manage the consignor's expectations around pricing

- Yes (10 points)
- No (0 points)

49. Associate proactively discusses discounting with the consignor

- Yes (10 points)
- No (0 points)

50. Associate effectively discusses commission rates and tier levels

- Yes (10 points)
- No (0 points)

51. Associate effectively discusses available payment methods and when payments are issued

- Yes (10 points)
- No (0 points)

52. Associate discusses available consignor promotions during the appointment

- Yes (10 points)
- No (0 points)

53. If yes, provide details on the consignor promotions discussed:

Enter between 30 and 1000 characters.

54. Associate asks for referrals during the appointment

- Yes (10 points)
- No (0 points)

55. Associate mentions they will follow up about referrals Yes (10 points) No (0 points)**56. Respectfully handles objection** When you provide an objection (price of your items, not ready to part with items yet, etc.), associate clarifies objection, provides NEW information to emphasize value, AND does so in a way that is comfortable/natural/empathetic and not pushy (10 points) When you provide an objection (price of your items, not ready to part with items yet, etc.), associate clarifies objection and provides NEW information to emphasize value, BUT does NOT do so in a way that is comfortable/natural/empathetic and not pushy (5 points) When you commented on/objected to the price of the items, does NOT clarify objection or provide NEW information, or does so in a way that is NOT comfortable/natural/empathetic and not pushy (0 points)**57. Attempts to book follow-up appointment** Yes (10 points) No (0 points)**58. Establishes trust** Impresses you as honest and trustworthy AND conveys that he/she is only concerned with making sure your needs are met (10 points) Does NOT impress you as honest and trustworthy (0 points)**59. Values your time** All processes (initial contract, etc.) are quick and efficient - you feel your time and business are valued and respected (10 points) Most processes are quick and efficient (5 points) Most or all processes are NOT quick and efficient - you feel your time and business are NOT valued and respected (0 points)**60. Closing** Asks if all of your questions have been answered AND offers additional assistance if you state an additional need ("Is there anything else I can help you with today?") (10 points) DOES NOT ask if all of your questions have been answered and does NOT offer additional assistance (0 points)**61. Consignor Interaction Supporting Narrative:**

Explain the responses you selected for the Consignor Interaction questions. Be sure to explain ALL responses of less than full point value. You must enter between 150 and 1000 characters.

Overall Experience**62. Based on your in-home experience today, how would you rate your overall experience?** 0 6 1 7 2 8 3 9 4 10 5

63. Based on your in-home experience today, how likely would you be to use The RealReal services from the associate if you were in the market to consign?

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | |

64. Based on your in-home experience today, how likely would you be to recommend The RealReal to friends and family?

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | |

65. Indicate any area of opportunity that would allow The RealReal to better serve you:

Enter between 3 and 1000 characters.

66. Indicate anything that you experienced that made the experience abnormally unique and/or associate went above and beyond:

Enter between 3 and 1000 characters.

67. Overall Experience Supporting Narrative:

Explain the responses you selected for the Overall Experience questions. Be sure to explain ALL responses of less than full point value. Do not score down for factors outside the staff's control. You must enter between 75 and 2000 characters.

Shop Validation

68. Do you have a screenshot of your appointment confirmation, quote for items, and/or text or email exchanges with the associate?

Select Yes and then upload any/all of the following images: screenshot verifying appointment, digital or physical documentation showing a quote for your items, text or email exchanges with the associate.

- Yes
 No

69. If you do not have any screenshots or documentation to upload, explain why:

Enter N/A if you uploaded all requested screenshots and documentation. If you were unable to obtain documentation showing a quote for your items, but received a verbal quote, include those details here.

END OF QUESTIONNAIRE