

THE CLOSET

SELLER'S GUIDE

Thank you for choosing The Closet! Our mission is to reduce fashion waste by making it as easy as possible to buy and sell quality preloved fashion. This guide provides all the details about our consignment process. Taking a few moments to read through will help ensure your pieces fetch great prices and sell quickly.

HOW IT WORKS

Step 1: Order Your Thrift Bag

The first step on your consignment journey is to create an account and order your Thrift Bag. There is no limit to the number of bags you order – if you find that you've ordered too many, you may keep your extra Thrift Bags in a safe place for next time. Please note, we do not offer refunds on Thrift Bags.

With each Thrift Bag order you will receive:

- A 600 x 650mm Thrift Bag – these fit around 20-25 pieces, depending on the size of your pieces.
- A prepaid return label (attached to the Thrift Bag) as shipping costs are complimentary.
- A blank consignment form for you to complete (Alternatively, you may complete the online consignment form found on your account dashboard).

Step 2: Prepare your Pieces

Once you've ordered your Thrift Bag, it's time to prepare the pieces you wish to sell. At The Closet, we prioritise quality, in both customer experience and the goods we provide. As such, we are considered in the pieces we can accept. I.e. we only accept pieces that we think our buyers will purchase. This way, our buyers are able to find something they love, and your pieces are more likely to sell.

While you wait for your Thrift Bags to arrive, ensure your pieces are:

- freshly laundered or dry cleaned
- free of pet hair, tears, pulled threads, with no signs of wear

Remember to check the pockets, hems and seams – including the underarm and crotch area for stains and defects. Be sure to wipe down any accessories and shoes. We do not have laundry or repair facilities at our headquarters, so please be sure to clean your pieces beforehand. For more information, refer to our quality guidelines.

HOW IT WORKS

Step 3: Fill your Thrift Bag & Send it Back

When your Thrift Bag arrives, fill it up with the pieces you wish to sell. We appreciate that you take the time to neatly fold your pieces before placing them in your bag. If you haven't completed and returned the online consignment form, be sure to fill out the physical copy that comes with the Thrift Bag and place it inside. We cannot accept consignments without a completed and signed consignment form.

Next, drop the bag at your local post office.

Step 4: Relax, We'll Take it From Here

Once your bag arrives at The Closet headquarters, we will carefully catalogue, price, photograph and list your pieces. Once your pieces have been processed, we will send you an email, advising you which pieces are suitable for listing along with their listing price. Your listing will also be uploaded to your account dashboard for your to track. This will be updated once a month.

Step 5: Pay Day

You will be paid when your pieces sell. You can elect to receive these funds as store credit, or as a payment to your nominated bank account. If you choose to receive your funds as store credit, you will receive an extra 20% payout. Payments are made during the first week of every month and include all items sold during the preceding month.

QUALITY GUIDELINES

Each piece that we accept is chosen with consideration for our buyers and the pieces they love. We select goods based on quality, condition, season and style, and each piece is thoroughly inspected as it's processed. For this reason, we encourage you to be mindful of the pieces you choose to send in.

We Look For:

- High quality fabrics and construction
- In-season pieces (current or unique styles)
- Natural fibres and fabrics (cotton, silk, wool, linen etc.)
- Ethical and sustainable brands and designers

In-Demand Styles:

- Quality high-end bags, shoes and accessories (these sell very quickly)
- Ethical Australian brands
 - e.g. Aje, Bassike, Madre Natura, Maggie Marilyn, Peony, Kowtow, With Jean, Outland Denim, Essēn, Ena Pelly, Van der Kooij, Jean Riley, Sir, Matteau, Lee Matthews, St Agni, Scanlan Theodore, Camilla, Vik & Woods, Alemais etc.
- Quality plus-size pieces
- Authentic, unique vintage pieces
- Designer labels (please note, any high-end designer piece without authentication may incur an authentication surcharge if we are unable to verify the authenticity ourselves)
 - e.g. Acne, Isabel Marant, Chanel, Prada, Bottega Veneta, Burberry, Celine, Chloé, Coach, Dior, Fendi, Ferragamo, Givenchy, Gucci, Hermès, Jimmy Choo, Loewe, Louis Vuitton, Maison Margiela, Max Mara, Miu Miu, Moncler, Moschino, Oscar De La Renta, Saint Laurent, The Row, Zimmermann etc.
- Classic, timeless styles

QUALITY GUIDELINES

We Reject:

We will not accept any items that:

- Show signs of wear, or are stained, dirty, or faded
- Smell dusty, mouldy, of smoke, or perfume
- Are ripped, stretched, or have pulled/ dangling threads
- Items that have been altered after purchasing
- Shoes that are dirty, scuffed and appear obviously worn
- Outdated styles (except authentic designer vintage items)
- Clothing displaying inappropriate or offensive messaging (language and/ or images)
- Any form of slippers, hair accessories, work uniforms or costumes
- Homemade items
- Items with brand or size tags removed
- Intimate wear without tags or protective liners
- Unbranded costume Jewellery
- Formal gowns and wedding dresses
- Uniforms
- Fake or counterfeit items.
- Items obtained illegally
- Fast Fashion Labels

A Note On Fast Fashion:

Due to quality, ethical and environmental concerns, fast fashion items will be rejected, even if they are new with tags. Please refer to the list of brands that we do not accept.

BRANDS WE DON'T ACCEPT

A-K

A	Abercrombie & Fitch, Abi & Joseph, Active & Co, Alannah Hill, Aldi, Allgood, Alive Girl, All in Motion, Ally Fashion, Amazon, Angel Biba, Anko, Anthropologie, ARKET, AS Colour, ASOS, Atmos & Here, Auden, Autograph, Avella, Avocado
B	Banana Republic, Bardot, Basque, Beginning Boutique, Ben Sherman, Bershka, Best & Less, Bettina Liano, Betts, Big W, Billabong, Billy J Boutique, Biz Collection, Black Friday, Black Milk, Bluejuice, Boohoo, Bonds, Brandy Melville
C	Calli, Campri, Capture, Caroline Morgan, Cheap Monday, Chicabooti, Cider, Circuit, Clothing&Co, Colette, Collusion, Cooper St, Cotton On, City Chic, Crossroads
D	Dangerfield, Danii Minogue, Dazie, Decjuba, Diana Ferrari, DKNY, Doll Deluxe, Dorothy Perkins, Dotti
E	Ebby & I, Edikted, Edited, Elwood, Emerge, Emerson, Esprit, Everlast
F	Factorie, Fashion Nova, Feme Luxe, Fila, First Muse, Forcast, Forever 21, Forever New, Fortunate One, Free People, French Connection, F&F
G	G-Star, Gap, Garage, Gery Weber, Ghanda, Glassons, Grace & Co, Guess
H	Harris Scarfe, Hello Molly, Here Comes the Sun, H&M, Hollister, Hot Options, Hot Topic
I	I AM GIA, Indikah, Industrie, Into Fashion, It's Now Cool, Ishka
J	J. Crew, Jacqui E, JAG, Jay Jays, Jeanswest, JGR & STN, Jigsaw, Joseph Ribkoff, Jump, Just Jeans
K	Kangol, Katies, Karen Millen, Keepsake, Kmart, Knight Angel, Kookai

BRANDS WE DON'T ACCEPT

L-Z (+&)

L	LA Gear, Ladakh, Leona Edmiston, Lily Loves, Lioness, Little Party Dress, Liz Jordan, Lonsdale, Lovers, Love Bonito, Lowes, LTS
M	Madewell, Mango, Marks & Spencer, Massimo Dutti, Meshki, Metalicus, Millers, Minkpink, Miss Shop, Missguided, Missunderstood, Miss Firori, Miss Selfridge, Mix, M.N.G, Mollini, Monki, Mooloola, Motel, MOTF, Muji, M&Co
N	Nasty Girl, New Chic, New Look, Next, Nobody's Child, Noni B, Now
O	Oasis, Oh Polly, Ojay, Old Navy, Only
P	PacSun, Paper Heart, Paper Scissors, Peppermayo, Petal & Pup, Pink Diamond, Piper, Pretty Little Thing, PQ Collection, Preview, Primark, Princess Polly, Pull & Bear
Q	Quicksilver
R	Reclaimed Vintage, Regatta, Review, Revolve, Ripcurl, River Island, Rivers, Rockmans, Romwe, Roxy, Rubi
S	Sabo Skirt, Seduce, SES, Sass, Shareen, Shein, Showpo, Silver Wishes, SNDYS, Sportsgirl, Stradivarius, Stella, Stussy, Sunnygirl, Superdry, Supre, Sussan, Suzanne Grae
T	Talbots, Target, Target Essentials, Teaberry, TEMT, Temu, That's So Fetch, The 1964 Denim Company, Thrills, Tirelli, TK Maxx, Tokito, Topshop
U	Uniqlo, Urban Outfitters
V	Valleygirl and Miss Valley, Victoria's Secret, Vrg Grl,
W	W.Lane, Wayne Cooper, Wavezone, Whitefox, Wish
Z	Zaful, Zara, Zeitgeist
&	&Me, & Other Stories

PRICING & PAYMENT

We use a formula to determine the listing price of your pieces. This is objectively based on factors like brand, quality, style and season. As every piece incurs the same cost for us to process, photograph, list and store, we use a sliding scale method to determine the percentage you are paid for each of your pieces. The higher the listing price, the more money you get.

You can elect to receive this payment in the form of store credit (a truly circular solution) or as a payment into your nominated bank account. If you choose to receive store credit, you will get an additional 20% credit. Our store credit does not expire, and may be used to purchase gift cards.

If you have opted to receive your payout as a payment into your account, please ensure your details are correct and legible before sending us your consignment form. We do not take responsibility for incorrect payment details.

Listing Price (incl. GST)	Payout Percentage
> \$30	10%
\$30 - \$49.99	20%
\$50 - \$99.99	35%
\$100 - \$199.99	55%
\$200 +	65%

Listing Period

Our initial listing period is 9 weeks from the date your item is uploaded to the site. After this, we may reduce the price by up to 50%. After 12 weeks, you'll be able to request any unsold items be returned to you at \$5 per piece plus postage, but only if you have selected this option on your consignment form. Any piece that has not sold after 16 weeks of listing is no longer eligible for payout. At this point, we may remove the listing to relist at a later date or donate the piece to our charity partners.

We have limited storage in our warehouse, and in our experience, we've found that the longer pieces are on the website, the less likely they are to sell.

Once processed, you cannot request that your items be returned until after the completion of your 12-week listing period.

FAQ'S

How long will it take for my Thrift Bag to be processed?

We endeavour to process Thrift Bags within two to three weeks of arrival. We will contact you via email once we've processed your Thrift Bag. You will also see details about items that we have listed on your account dashboard.

What happens if my pieces don't sell?

If your pieces don't sell within the initial 9-week listing period, we may reduce the listing price by up to 50%. On your consignment form, there is an option to request any unsold pieces are returned to you at \$5 a piece plus postage after 12 weeks of listing. This option is only available if you have selected it on your consignment form. After 16 weeks, any pieces will no longer be eligible for payout. At this point we may de-list the piece and donate it to our charity partners.

Is the listing price negotiable?

No, the listing price is not able to be negotiated.

What is the Authenticity Surcharge?

From a legal and moral perspective, we have a responsibility to ensure that every piece we list on our site is authentic. Any luxury designer pieces that we cannot verify the authenticity of ourselves will need to be professionally authenticated by a third-party. The Authenticity Surcharge covers the cost of this service and it will be deducted from your payout amount. If you have proof of authenticity, please be sure to include it with your piece to avoid this surcharge.

An authenticity guarantee is beneficial for both you and our buyers, as it provides reassurance that the luxury piece is genuine, leading to a greater chance that the piece sells.

If I change my mind can I get my pieces back?

You may request to have your items returned to you at the end of the 12-week listing period at \$5 per piece plus postage, but only if you have selected this option on your consignment form.