

# THE CLOSET **Selling Guide**

Everything you need to know about consigning with us.



Thank you for choosing to sell your clothes with The Closet. This guide will tell you everything you need to know about our consignment service, including how it works and what items we accept.

By reselling your preloved clothes you're helping to reduce fashion waste and promote a sustainable future.

## How it Works



### Order your Thrift Bag/s

Create an account on our website, then follow the links to purchase your Thrift Bag/s. The bags measure 600mm x 600mm.



### Fill your Thrift Bag/s

Once your bag/s arrive, it's time to fill them up with any clothes, shoes, bags and accessories you'd like to sell. Inside your Thrift Bag, you'll find a consignment form. Fill this out and place it back inside your bag. Alternatively, you can fill out the online consignment form found on your account dashboard.



### Drop your bag/s at the post office

Drop your bag/s off at your nearest post office. Your thrift bags will have prepaid shipping labels attached, so you don't need to worry about postage costs.



### Recieve Payment

We will send you an email once we've processed your Thrift Bags. From here we will photograph, list and store and advertise your items. Once they sell, you will receive payment into your chosen bank account.



## **BEST PRACTICES:** Check the Brand

### **We Accept**

- Clothes, shoes, bags and accessories from mid-range to high-end brands.
  - Vintage pieces\*
- \*Genuine vintage pieces from high-end brands.  
Subject to discretion.

### **We Don't Accept**

- Fast fashion brands. (See Appendix 1 for a list of brands we no longer accept.)

## **BEST PRACTICES:** Check the Condition

### **We Accept**

- New or near new pieces without any signs of wear or tear
- Unworn swimwear, sleepwear or lingerie with tags and protective liners intact

### **We Don't Accept**

- Items with holes, odours, stains, signs of wear or damage (snags in the fabric)
- Items with broken zips, pilling, pulled threads, worn-out elastics, missing buttons
- Items with unravelled seams, discolouration or fading)
- Uniforms, costumes, or clothes with profane or offensive images
- Sleepwear, swimwear, or intimates without tags
- Low quality or costume jewellery
- Items that have been altered or repaired
- Items without size and brand labels
- Items that are older than 4 years (except genuine vintage pieces)



## Top Tips

- Ensure your pieces are freshly washed, clean and in good condition. Items that have been in your wardrobe for a while should also be laundered before you send them to us as they would have acquired dust/ musty odours!
- Remember to complete and sign the consignment form. Don't forget your name! (It happens more often than you may think).
- Double check that the details on your consignment form are correct.
- Read the Seller's Guide and terms and conditions carefully before you send off your items.
- Keep an eye out for our assessment email which we will send to your nominated email address once we've finished processing your items.
- Quality is very important to us. We can only list your preloved items if they meet our standards. Remember, if you wouldn't purchase it for yourself, you can't expect someone else to either.



## Pricing and Payment

We use a formula to help us determine the pricing of your items. This is based on factors such as the brand, current seasons, trends, and the quality of your items. The amount you are paid for your items is based on a sliding scale. In other words, the higher the listing price, the more money you get.

You can choose whether to receive payment as cash into your bank account, or in the form of store credit to spend on our website. We may pay upfront for certain in-demand items\*.

Please double check that your banking details are correct before sending in your consignment form.

Payments are made once a month via your nominated payment method. This will be inclusive of any of your items that have sold during the preceding month.

\*Items subject to our discretion.

## Payment Table

SELLING PRICE (INCL. GST)	YOUR PAYOUT PERCENTAGE
Less than \$30	10%
\$30.00-\$49.99	20%
\$50.00-\$99.99	35%
\$100.00-\$199.99	55%
\$200.00+	65%



Appendix 1:

## **BRANDS WE NO LONGER ACCEPT**

We cannot accept fast fashion brands as they are frequently returned to us due to quality issues. We therefore no longer accept the following brands:

- Bardot
- Beginning Boutique
- Best and Less
- Big W
- Boohoo
- Cotton On
- Dotti
- Fashion Nova
- Forever 21
- Gap
- Glassons
- H & M
- JayJays
- Jeanswest
- Katies
- Kmart (Anko)
- Millers
- Missguided
- Nasty Gal
- Noni B
- Pretty Little Thing
- Princess Polly
- Rockwear
- Shein
- Supre
- Target
- Temu
- Topshop
- Valley Girl
- Wish



## **N.B. BUDGET SECTION**

The Closet is trialing the viability of a 'Budget Section' on our site. The Budget Section will contain items sold at a lower price than the items sold on our regular site. This will include items that have remained unsold on the website for an extended time, fast fashion or low-quality pieces, and items with slight imperfections.

All terms and conditions associated with consignment will apply to items included in the 'Budget Section'.

## **CONTACT US**

If you have any questions or feedback, please contact us at  
[customercare@thecloset.com.au](mailto:customercare@thecloset.com.au)