

# THE CLOSET

CONSIGNMENT GUIDE 2026





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## A REFINED STANDARD OF RESALE

Consigning with The Closet is more than just a transaction. We offer a curated, white-glove resale experience, designed for busy women with premium and luxury wardrobes.

Our consignment service extends to those who value their time and expect discretion, expertise, and results. We adopt a considered, fine-tuned approach, ensuring a seamless and stress-free resale process. We exist to move your pieces forward; from your wardrobe to another's, with minimal effort on your behalf.

For more than seven years, The Closet has built a trusted reputation across Australia for curating exceptional fashion and delivering strong resale outcomes.

When you consign with us, you are not just selling clothing — you are participating in a refined circular fashion economy.

### WHY OUR CONSIGNORS CHOOSE US

- We price strategically; positioning your pieces to sell, while optimising your return
- We take care of everything – authentication, styling, photography, marketing, returns and liaising with customers
- We protect your time, reputation, and your wardrobe's value

Our resale model is built on one principle: better outcomes for our discerning consignors and buyers.

### WHO IS THIS FOR?

The Closet Consignment Service is ideal for you if:

- Your wardrobe includes luxury and designer pieces
- You prefer a curated resale service over managing sales yourself
- You value convenience, discretion and professionalism
- You want your pieces presented and sold professionally



## WHAT WE ACCEPT

We strive to maintain and grow our base of discerning buyers, who expect high standards for the items they invest in. For this reason, we are consistent and firm in our quality, brand and style criteria.



### WE SPECIALISE IN

- Luxury and designer fashion including clothing, bags, shoes and accessories
- Premium quality, current or timeless styles
- Genuine designer vintage

### WE DO NOT ACCEPT

- Pieces showing any sign of wear, defects, odours or damage. Even the smallest blemish will render pieces unsuitable for our platform;
- Items from our Unsuitable Brands List. Please read this list BEFORE consigning;
- Counterfeit or replica goods;
- Styles that are not likely to find favour with our customers;
- Pieces that have been bought more than 3 years ago, except in the case of genuine designer and haute couture items;
- Pieces made from animal by-products – fur, skin, bone etc. (excluding leather & wool).



**Due to quality, ethical and environmental concerns, fast fashion is not accepted — even if it is new with tags.**

Please refer to our Consignment Agreement for detailed terms and conditions relating to consignment.

# THE CONSIGNMENT PROCESS

CREATE AN ACCOUNT AND SELECT YOUR CONSIGNMENT PATHWAY

PREPARE YOUR PIECES AND COMPLETE YOUR CONSIGNMENT AGREEMENT

SUBMIT YOUR PIECES VIA ONE OF THREE METHODS

EXPERT REVIEW AND LISTING PROCESS

KEEP TRACK OF YOUR PIECES' RESALE JOURNEY

STRATEGIC PRICING POSITIONING & PAYOUT

## THE CONSIGNMENT PROCESS

# STEP ONE: BEGIN YOUR CONSIGNMENT JOURNEY

To commence your consignment experience, create an account and log-in via our website. Submit your pieces through one of the three curated pathways detailed below— each designed to offer flexibility, discretion, and ease.

### A) SIGNATURE CONSIGNMENT PACK (AT-HOME SERVICE)

**\$20 FOR ONE / \$40 FOR THREE**

Purchase your Consignment Pack, which will be delivered straight to your door.

Each pack includes:

- premium consignment bag/s (Bags measure 600 x 650mm. Each bag holds approximately 20-25 medium-sized pieces. If you have a number of bulkier items, consider ordering more than one bag)
- a prepaid, pre-addressed return label attached to each consignment bag
- all materials required for seamless and safe submission
- a Consignment Agreement

Simply prepare your pieces and drop your bag/s at a convenient Australia Post location.

### B) PRIVATE COURIER COLLECTION (FOR PREMIUM & DESIGNER PIECES)

**COMPLIMENTARY**

For consignments featuring individual pieces valued at \$1,000+ each, or an aggregate value of \$5,000+, we offer a convenient home collection service.

If this is the pathway you would prefer, contact us via the pop-up on our site, or email us at [customercare@thecloset.com](mailto:customercare@thecloset.com), and we will arrange a secure, insured pickup — ensuring your pieces are handled with the level of care they deserve.

### C. IN-STORE CONCIERGE (FOR HIGH VALUE & DESIGNER PIECES)

**COMPLIMENTARY**

For a more personalised experience, you may book a private concierge appointment for your luxury and designer pieces. At the moment, only pieces valued at \$1,000+ each or an aggregate consignment value of \$5,000+ can qualify for this service.

This allows for:

- in-person assessment
- immediate feedback on suitability
- priority intake for exceptional pieces

As above, if this is the pathway you would prefer, contact us via the pop-up on our site, or email us at [customercare@thecloset.com](mailto:customercare@thecloset.com). Appointments are held in our Brisbane office.

## THE CONSIGNMENT PROCESS

# STEP ONE: BEGIN YOUR CONSIGNMENT JOURNEY (CONT.)

### PERSONALISED QUOTES

If your items are valued at \$1,000+ or if the aggregate value of your consignment is \$5,000+, you may obtain an online quotation for your pieces via our Consignment App or the form on our website, prior to submitting them.

### WE OFFER A SEAMLESS EXPERIENCE, DESIGNED AROUND YOU.

Whichever pathway you choose, every step of the process is designed to:

- protect your time and privacy
- preserve the integrity of your pieces
- deliver a refined, effortless consignment experience



## STEP TWO: PREPARE YOUR PIECES

Presentation directly impacts pricing and the desirability of your exclusive pieces.

### PIECES MUST BE:

- freshly laundered or dry cleaned;
- completely free from stains, odours, damage, or wear. We cannot list pieces with even the smallest defects;
- neatly folded and sale-ready;
- shoes and accessories must be cleaned prior to submission.

### PIECES MUST NOT:

- smell of smoke, perfume, mould or dust;
- contain stains, tears, or pulled threads;
- have been altered in any way;
- have missing buttons or unravelling hems and seams;
- show any visible sign of wear or aging.

### RECONDITIONING & CLEANING SERVICE FOR LUXURY BAGS

Designer and/or high-end bags from a select range of designers may qualify for cleaning and re-conditioning, done by our specialist cleaning service. This is dependent upon their brand, condition and saleability. In such instances, the cost of cleaning and reconditioning will be subtracted from sales commissions.

We will use our expert discretion to determine which pieces qualify for this service.

At present, the brands that qualify are Louis Vuitton, Chanel, Gucci, Saint Laurent, Prada, Chloe, Givenchy, Hermes, Valentino, Celine, Dior, Goyard, Fendi, Bottega Veneta.



## THE CONSIGNMENT PROCESS

### STEP THREE: COMPLETE YOUR CONSIGNMENT AGREEMENT

Every submission requires a completed Consignment Agreement. You may complete this agreement online or print out a hard copy. Both can be found on the Consignment Page on our website. This form constitutes the agreement made in relation to the consignment of your pieces and protects the rights of both parties.

#### BY SUBMITTING YOUR PIECES, YOU CONFIRM THAT:

- you are the legal owner;
- pieces are authentic;
- pieces are lawfully obtained;
- pieces are free from third-party claims;
- you agree to the consignment terms and conditions as stated on our website and the Consignment Agreement.



## THE CONSIGNMENT PROCESS

# STEP FOUR: SEND/ DELIVER YOUR CONSIGNMENT

The pathway you selected in step one will determine the method in which your Consignment Pack is returned to us.

### **IF YOU SELECTED OPTION A: SEND YOUR PIECES VIA AUSTRALIA POST.**

Place pieces in your Consignment Pack that we have mailed to you. Please be sure to include your signed Consignment Agreement (if not submitted online). Drop your bag or bags at any convenient Australia Post outlet.

### **IF YOU SELECTED OPTION B: BOOK A COURIER SERVICE FOR PICKUP**

Request a pickup by contacting us via the pop up on our website or emailing us at [customer@the-closet.com.au](mailto:customer@the-closet.com.au).

### **IF YOU SELECTED OPTION C: BOOK PRIVATE APPOINTMENT AT OUR BRISBANE OFFICE.**

Arrange an appointment by contacting us via the pop up on our website or emailing us at [customer@thecloset.com.au](mailto:customer@thecloset.com.au).



## THE CONSIGNMENT PROCESS

# STEP FIVE: EXPERT REVIEW & PROCESSING

Once we have received your Consignment Pack, we will:

- assess the condition and suitability of your pieces
- authenticate pieces where required
- professionally photograph and catalogue your pieces
- determine pricing using resale intelligence
- publish pieces for sale

We apply our sole discretion in deciding on the suitability of pieces listed.

Processing typically takes 1–2 weeks. Following assessment, you will receive an email from us detailing the items that are suitable for listing and their listing prices.



## THE CONSIGNMENT PROCESS

### STEP SIX: KEEP TRACK OF YOUR PIECES' RESALE JOURNEY

Once your pieces have been processed and listed, you will be kept informed about the status of sales and payouts via email, or you may text at any stage for updates about your consignment. To text us, visit our website and click on the pop-up in the bottom left corner.



## THE CONSIGNMENT PROCESS

# STEP SEVEN: STRATEGIC PRICING AND PAYOUT

Every piece we list is priced using market data aligned to maximise sale probability. We take great care in the presentation of each product to showcase the piece in its most desirable form.

When your pieces sell, you may choose to receive your payment via:

- Bank transfer, or
- Store credit (+10% bonus value)

Payments are made during the first week of each month.

## COMMISSION STRUCTURE

Your return reflects both piece value and positioning quality.

SALE PRICE	CONSIGNOR PAYOUT
\$100 - \$199.99	35%
\$200 - \$499.99	45%
\$500 - \$999.99	65%
\$1,000 +	75%

Your final payout depends on pricing strategy and sale conditions. Authentication or reconditioning fees (where applicable) may be deducted, and discounts or promotions may further adjust the payout amount.

## PRICING PHILOSOPHY

We list pieces at prices that deliver value for both our consignors and customers. Pricing is approached strategically, with reference to past sales data and comparable sales on other platforms. We do our best to select price points that will deliver sales in a reasonable timeframe.

Pricing is determined by:

- brand and condition
- demand and resale history
- current market conditions

From time-to-time we run pricing promotions to stimulate sales and if applicable, your pieces may be included in these promotions. In these instances, the listing prices will be reduced, and your payouts will be affected accordingly. We will not reduce prices by more than 30%.

## AUTHENTICATION & TRUST

At The Closet, we take authentication seriously, as counterfeiting poses a significant threat to consumer trust within the resale industry.

Respect for our clients is a core value within our company, and we ask for the same level of respect from our consignors. As such, we have a zero-tolerance policy for any counterfeit products. As such, every item we list is thoroughly inspected and verified before it goes live.

Authenticity of all luxury and designer brand pieces will be reviewed and assessed internally, using professional authentication methods. Other pieces are referred to specialised third-party authentication services for an additional inspection where required.

We may obtain an independent verification of authenticity, even if you have submitted authentication documents. The cost of independent authentication is \$40 per item, and \$120 for Hermes branded pieces. These will either be deducted from your first payout or become payable when items are returned to you (after the 12-week listing period, as per our Terms and Conditions).

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Certain brands are only accepted on the condition that we obtain independent verification of authenticity. This list may be found on the Brands page of our website. Please include any proof of authentication that you may have in your consignment.

If you are unable to provide proof of authenticity, we will obtain independent 3rd party authentication on your behalf. A \$40 authentication fee will be subtracted from your payout amount, once the item has sold. In the instance that items are proven to be counterfeit, we will destroy said item and may alert authorities.

This authentication process protects your reputation, the trust of our buyers and the integrity of our platform. It is a necessary aspect of luxury resale.



## LISTING & SALE TIMELINE

The initial listing period is 9 weeks from the date of listing. After this period, price adjustments of up to 30% may be made to accelerate sales.

After 12 weeks of listing, unsold pieces may be:

- returned (if selected)
- donated
- otherwise managed according to our consignment terms

You cannot request a return of any pieces during the initial 12-week listing period.

Once the 12-week listing period has elapsed, you may request the return of your items (shipping costs apply) if you have selected this option on your consignment agreement. If you have opted not to have your items returned, we will deal with them according to our terms and conditions.



## OUR STANDARD

We are intentionally selective of pieces listed on our website. After 7+ years in this industry, we have found that:

- quality attracts better buyers
- better buyers deliver better outcomes
- better outcomes build long-term trust

In our experience, we've noted that using a more discerning approach in the pieces we accept yields faster sales and stronger returns.

### FINAL NOTE

In consigning with us, you are unlocking value from your wardrobe through a platform designed to protect and elevate your pieces. Furthermore, you are taking an active role in the circular fashion economy and promoting a more sustainable future.

### IMPORTANT

This guide is designed to explain our consignment process. For full legal terms, please refer to our Consignment Agreement and the Terms and conditions published on our website. These documents govern all consignment terms for pieces submitted to The Closet.





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