

RELOVED AGAIN

BY CATWALK GEE

SELL WITH US

1. Fill out the form to give us an overview of the stock you would like us to sell
2. You will then receive an email within 2 working days confirming that we are able to sell your items. **For higher value items such as handbags or jewellery we can give you a price steer in advance via a video call (please email us on sellwithus@relovedagain.com to arrange).**
For a price guide on other items, please check our shop where you will find similar items for sale ([Click here](#))
3. We will arrange free collection of your items*
4. Once we receive the items, we will log them on your customer spreadsheet with a guide price and this will be emailed back to you within 2 working days after receipt of your items. **Please note that the prices we provide to you are a price guide only. We reserve the right to alter the price up & down according to the items' condition/number of times it is returned/competitor pricing**
5. We will start listing your items on our website **48 hours** after we send the customer file, unless you ask us not to proceed
6. You will receive an update of this file within the first few working days at the start of every month, listing the items that have sold and the prices achieved, as well as the amount to be sent to your bank account. **Please be aware that each monthly payment covers sales for the 2-week period prior to the end of the month and the first 2 weeks of the current month as we have to allow buyers 14 days to return the items. For example in May 2021 you will receive payment for sales made between 16th April and 17th May**

7. If you decide not to proceed for any reason with some/all of the items then you **MUST** arrange collection of the items within a week, alternatively, we can arrange delivery for you (at your delivery cost)
8. If you are happy with our service and you recommend your friends or family please let us know on contact@relovedagain.com as we have a rewards policy

*If you are happy to proceed, we can arrange a **free pick up** if you live in the London area (minimum quantity may apply). If you live outside London, you can send your items to us and we'll refund you the postage or we can arrange a courier to pick them up from you.

PLEASE NOTE:

- **We cannot accept any damaged items.** Gentle wear is fine on bags and shoes. All clothing must be pristine: NO STAINS, MARKS, HOLES OR PILING. We cannot accept brands such as Zara, H&M, Reiss, Asos, French Connection or Topshop. Also, at the moment we are not accepting work wear or formal wear due to Covid-19

We are not able to store high street or damaged/stained items, as described above. Any items in this category will be donated to charity if not collected within 1 week

- **All items must be authentic!!** For any items originally purchased for more than £500, we may require more information
- **We will keep the items on our website for 3 months.** If your items are still unsold, despite price reductions, we will contact you to see if you'd like us to send the items back to you (at your delivery cost) or we can send them to one of the charities we support

Post lockdown, we will be able to offer face-to-face wardrobe clearance assistance. This will be free of charge for bigger consignments. If you are a stylist or wardrobe organiser we offer referral programs.

We treat all our clients clothing and possessions with the utmost care and attention. Every item is stored safely in our office and we are fully insured for all eventualities of loss. We have loyal customers who continue to use us after many years.

Thank you so much
Reloved Again Team