

The One Preloved Fashion Terms and Conditions

Renting a rack?

1. Please inspect items in-store as we cannot offer a refund or exchange on any items on the sellers behalf
2. All garments put up for sale must be clean and in good condition. If they are considered unsellable due to their condition, we will be required to remove them from the shop floor. We suggest you wash and iron all items ready to go prior to set-up.
3. If a garment is faulty, please ensure you make a note on your pricing tag highlighting the fault, i.e. zip broken, missing button. Unfortunately, no responsibility can be taken should an item become faulty or damaged whilst in-store.
4. At The One Preloved, we will take every measure to avoid theft, however, we are unable to take responsibility for missing or stolen items. Please note the store is under constant video surveillance. Please also note no security tags are provided.
5. We take no responsibility in the event of a fire, water damage, robbery, or any other factors out of our control.
6. One rental period consists of 5 days, however there may be some instances where trading hours are extended seasonally over peak holiday periods. During these periods, any surcharges will be stipulated at the time of booking.
7. If the rack holder wishes to extend the rental period, this can be done only subject to availability.
8. All information given to The One Preloved Fashion is strictly confidential.
9. If a rack holder wishes to cancel their rack halfway through their booking time, unfortunately the rest of the rental period will need to be forfeited and no refunds can be given for the cancellation period.
10. Throughout the rental period, we encourage you to top up your items as many times as you wish once your items start selling. You may have a maximum of 30 items for a small rack and 60 items for a large rack at any given time. You can track your sales in real time by logging into the app. You may also wish to provide further discounts towards the end of your booking to encourage last minute sales. This can be done via the app. Please advise us should you wish to apply a blanket "percentage off" discount and we will provide and display the appropriate signage.

12. At the end of your rental period, the generated income from your items will be transferred into your account within 7 business days, less 10% commission and any other cost based services, such as last minute pack up that was not secured at time of reservation.

14. Rack rental costs must be paid in full, upfront at time of booking in-store or online.

15. Please ensure correct bank details are provided, as we cannot take responsibility should the holder provide incorrect bank details.

16. We do not allow 'copies' of designer brands on the shop floor. All designer pieces need to have a form of authenticity.

17. There may be instances where we are required to change around rack locations to allow for maximum booking capacity.

THE ONE PRELOVED FASHION CANCELLATION POLICY:

The weekly rack rental must be paid in total at time of booking. This is non-refundable due to change-of-mind or cancellation inside of 10 days prior to your booking. 100% of the booking fee will be carried over for a date change with 7 days-notice.

RENTAL PRICING

Small rack/Kids Rack:

Maximum of 30 garments

Maximum of 4 shoes, handbags or accessories / 3 Jewellery items

\$70 per week plus 10% commission.

Large Rack:

Maximum of 60 garments

Maximum of 7 pairs of shoes, handbags or accessories / 3 Jewellery items

\$99 per week plus 10% commission.

Set Up Service:

Full set up including pricing, ticketing, hanging and merchandising

Large Rack - \$80 per rack/Small Rack - \$60 per rack

Partial Set Up including hanging and merchandising :

Large Rack - \$30 per rack/Small Rack - \$20 per rack

Pack Up Service:

Large Rack - \$30 per rack/Small Rack - \$20 per rack

SETTING UP YOUR RACK:

1. You will have access to set up your rack from the Wednesday of your booking at 8.45am prior to the store opening at 11am.
2. We offer a full set up service should you not be able to meet the above time frames starting from \$25 per rack. Please drop off your items during opening hours during the week prior to your rental week. Please book this service at the time of Rack reservation.
3. In order to keep within consistent merchandising guidelines, we will provide all hangers to be utilised during your rental week.
4. Should you need to make any changes to your rental please contact us as soon as possible. Should we receive any no-shows and have been unable to make contact within 24 hours of your booking, we reserve the right to offer your rack to an alternate customer and your rack rental fee will be forfeited.

PACKING UP YOUR RACK:

1. You will have access to pack up your rack each Sunday between 4-5pm, or Wednesday between 8.45am-11am prior to the store opening. Please advise us prior to pack up if these times do not suit and we can arrange a pack up service for you
2. We provide a pack up service starting from \$20 per rack at the end of your rental period which will be deducted from your final rental income of your booking. Please collect your packed up items during normal trading hours or between the above-mentioned time frames within 7 days of your final booking day.
3. All no-shows for pack up will be charged a pack up fee between \$20-\$30 which will be deducted from your final rental income.
4. Remaining items must be collected within 7 days of the final rental date otherwise will be considered donated to The One Preloved Fashion and will be sold for Charity.
5. Please note, we do not have the capacity to send reminders about your upcoming rental start and finishing dates, please ensure you make diary notes of your upcoming rentals.
6. All hangers need to be left on the Rack upon pack up.
7. From time to time, items will be moved from rack to rack by customers, if you notice any of your items missing which have not sold, please notify us within 24 hours. We will endeavour to return any items we notice have been moved around to their original owner.

COVID-19:

In the event of a lockdown in Adelaide/South Australia advised by the Federal or State Government, all current and future bookings will be postponed. All bookings affected by the

lockdown will be re-scheduled once we are open. No refunds will be given.

The One Pre-Loved Fashion reserves the right to change these terms and conditions at any time.

Failure to read the Terms and Conditions Form is not within the responsibility of The One Pre-Loved Fashion. Once you have submitted your rental booking, we assume you have read all terms and conditions.