



THE ONE

Preloved Fashion

Terms & Conditions

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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, they may need to be removed from the shop floor. Please ensure all items are clean, pressed/ironed and ticketed prior to bringing into shop and make sure you have a last-minute check for stains including fake tan around the colour etc. If your clothes have been in storage ensure they smell clean and fresh and check for any possible mildew or odour, they may need a quick freshen up. As you would most likely be aware, the better your clothes are presented on the hanger, the more likely they will attract potential buyers.

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 6 days and runs from WED - MONDAY, however there may be some instances where trading hours are extended or reduced 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 and will never be shared with any third parties.

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 UP TO 30 items for a small rack and UP TO 60 items for a large rack at any given time.

Please avoid the temptation to over crowd your rack. I'm sure you can appreciate 30 items consisting of items such as shirts, tops, pants, etc., take up less space than Jackets and Coats. The easier it is for customers to move your items on the racks, the easier it is for them to view your clothing. It's much better to top up as much as you can.

You can track your sales in real time by logging into the app where you can identify how many pieces have sold and when is appropriate to top up.

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.

11. Pricing Your Garments – As a general rule of thumb when pricing your garments you need to take into consideration, the age of the garment, the condition of the garment and if the garment is brand new.

ie. If a Country Road Shirt @ \$150 is Brand new with tags you could expect to get approx. 50% of that price (approx. \$60-\$75), if it is preloved but still within 1-5 years, you could expect to get 25-35% (\$35-\$50) of the original price. If the garment is older than 5+ years you may expect to ask for 15-25% (\$15-\$30) of the original price depending on the style and condition of the garment. Resell pages are a good source to gage average prices also.

For luxury brands, we suggest looking on websites such as Vestiarie Collective, Depop etc where you can gage an average sell price for brands.

We suggest booking a minimum of 2 weeks rental, that way you get 2 weekends of Hahndorf foot traffic. Price your garments for what you would believe is fair, we can then gage sales over the course of the week and then come up with a discount strategy for the final days if necessary. In our experience even a small discount can get your clothes moving...but in many instances if you have great brands at great prices, you may not even need to discount at the end of your rental period, it will come down to how motivated you are to move on your last pieces.

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.

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

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

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

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



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 25 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 8 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 - \$85 per rack
- Small Rack - \$60 per rack

Includes set up for up to 30/60 pieces.
\$1 for additional pieces and top up pieces

Partial Set Up including hanging and merchandising:

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

(You price and attach tickets to your garments, we will transfer your garments to our instore hangers and merchandise - perfect if you can't make the set up time frames)

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. 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 down your rack each Monday at the end of your rental period, please collect your items prior to 5pm. Please advise us prior to pack up if these times do not suit and we can arrange a pack down 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 on 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 rental start and end times.

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.