
Rewarded Wardrobe

Terms of Service

(Last updated: 29 April 2026)

These Terms of Service ("Terms") form the agreement between Rewarded Wardrobe ("we", "us", "our") and the sender ("you", "your") when clothing items are sent to us.

By sending items to us, you confirm that you have read, understood, and agreed to these Terms.

1. Who Can Participate

This service is open to:

- Individuals aged 18 or over sending their own clothing and accessories.
- Personal stylists, wardrobe consultants, or business partners sending on behalf of a client.

If submitted on behalf of a client, the facilitator confirms: (a) the client is aged 18 or over, and (b) the client has given consent for items to be sold, processed, and paid out under these Terms.

By sending items, the sender (or the person on whose behalf items are sent) confirms they are 18 or over.

2. How It Works

1. You send your unwanted clothing to us using our provided shipping label.
2. Once received, items are sorted into one of four categories:
 - **Resale items** — sold on through our primary sales channels.
 - **Recirculated items** — circulated to other distribution partners. No payout applies.
 - **Donated items** — donated to charity. No payout applies.
 - **Disposed items** — items damaged, counterfeit, or unfit for resale, recirculation, or donation. Responsibly recycled or disposed of. No payout applies.
3. Sorting is completed within **5 working days** from confirmed receipt of your items.

4. You will then receive a payout for accepted resale items based on the structure in §3 below. Payouts are made within **5 working days** of completion of sorting and valuation.

What we accept

- Clothing, handbags, belts, and scarves.

What we don't accept

- Shoes (unless agreed with us in advance in writing)
- Children's clothing
- Bedding, underwear, fancy dress
- Heavily soiled or damaged items

Items outside the accepted categories may be donated, recirculated, or disposed of at our discretion.

3. Payout Structure

Your payout is based on three value tiers, defined by the item's estimated resale value:

Estimated Resale Value	Your Payout
Over £20	33% (one-third) of the estimated resale price
£15–20	20% of the estimated resale price
£8–14	£1 per item

Resale criteria: items are assessed against two criteria — an estimated resale value above £8, AND a reasonable expectation of selling within 90 days at current demand. Items that do not meet both criteria are placed in the Recirculated or Donated categories and do not generate a payout.

Condition-based valuation: payouts are determined by the condition of items as received. Items with marks, stains, pilling or bobbling, fading, alterations, missing components, odours, or other wear that materially affects resale value may be moved to a lower payout tier, or to the Recirculated, Donated, or Disposed categories, regardless of brand or original retail price. We do not contact you in advance about per-item condition decisions; the final category breakdown is reflected in your payout statement.

Right to update rates: we reserve the right to update payout rates and tier thresholds with reasonable notice. Changes apply to new orders placed after the update takes effect; orders already in progress retain the rates at the time they were placed.

Additional details:

- To make postage free for senders, recirculated items distributed to other outlets are moved on at a nominal price to cover postage and expenses.
- Payouts are made within **5 working days** of completion of sorting and valuation.

3.1 Stylist- and Business-Facilitated Submissions

If you are using our service through a participating Stylist or Business Partner:

Service Fee: a service fee is deducted from your calculated payout. This fee varies depending on the arrangement we have with the referring Partner (the standard rate for Stylists is 10%; Business Partners may have different rates agreed separately).

Distribution: this fee is paid by us directly to the referring Partner to cover their facilitation, curation, and logistics.

Net Payout: your final payment is the Payout amount defined in §3 minus the service fee applicable to your Partner.

Your specific fee is shown in the final payout notification.

4. Payment Method

- Payments are made by bank transfer to a UK bank account in the name of the sender. We may refuse payment to third-party accounts to protect against fraud and comply with anti-money laundering requirements.
 - Bank details provided to us are stored in encrypted form and used only for the purpose of paying your payouts.
 - Bank transfer is currently the most reliable and low-fee method for UK-based transactions.
 - If you wish to be paid via an alternative method (e.g. PayPal or Wise), please notify us in advance — additional fees may apply.
-

5. Ownership and Item Handling

By sending items to us, you agree that:

- All items become our property upon receipt.
- Items cannot be returned to you except in exceptional circumstances agreed in writing.
- You authorise us to determine the final valuation, category, and resale channel at our sole discretion.
- You confirm that all items are authentic and legally yours to sell.

Counterfeit items: counterfeit items will be disposed of in accordance with the Trade Marks Act 1994. No payout is made for counterfeit items. We may report suspected counterfeit activity to Trading Standards.

6. Image Use

You grant us permission to photograph, film, and display any items you send for the purposes of:

- Listing and promoting the items for sale.
- Using the images in marketing, social media, and promotional materials relating to our services.

We will not identify you personally without consent.

7. Donations and Disposal

Items that do not meet our resale criteria may be:

- **Recirculated** — Redistributed to our partners at a nominal price. No payout applies.
- **Donated** — given to charity. No payout applies.
- **Disposed** — responsibly recycled or disposed of if not fit for resale, recirculation, or donation.

We do not provide itemised reports on where individual pieces end up, but we can confirm the category breakdown of your clearout on request.

8. Liability

- We take care to handle all items responsibly, but we are not liable for loss or damage during transit to us.

- Our total liability to you, in contract, tort, negligence, or otherwise, in relation to any single clearout, shall not exceed the total payout actually made to you for that clearout. Nothing in these Terms limits liability for death, personal injury, fraud, or any other liability that cannot be limited under UK law.
-

9. Forfeiture of Unclaimed Payouts

If we have processed your clearout and calculated your payout, but we are unable to pay you because we do not have complete details from you (such as your bank account or delivery address), we will attempt to contact you via email with reminders.

If we have not received the required details within **60 days** of processing completion, the payout amount will be split equally: **50% donated to a charity partner** (Smart Works by default, or the charity you have previously nominated) and **50% retained by Rewarded Wardrobe**.

After forfeiture, you will have no further claim to the payout amount.

We will send at least three reminder emails during this 60-day window before forfeiture takes effect.

10. Donation Preference

You may choose to donate any or all of your payout to one of our nominated charity partners. You can set this preference when ordering your bags (direct customers) or when completing your details (stylist-facilitated clients).

You may choose a threshold below which payouts are automatically donated (for example, any payout below £10 goes to charity), or you may choose to donate every payout regardless of amount.

Once a donation has been sent to the charity on your behalf, it cannot be reversed. You may change your preferred charity or threshold at any time before your clearout is processed.

Gift Aid eligibility for donations made on your behalf is handled directly between you and the charity.

11. Data Protection

We process your personal data in accordance with UK GDPR and the Data Protection Act 2018. Full details of what we collect, how we use it, who we share it with, and how long we keep it are set out in our Privacy Policy at <https://rewardedwardrobe.co.uk/policies/privacy-policy>.

Key points:

- Bank details are stored in encrypted form
 - Personal data is retained for up to 6 years to meet UK accounting and tax requirements
 - You have the right to request access to your data, correction of inaccuracies, or erasure of personal fields (with some exceptions for legally required retention)
 - Requests: email hello@rewardedwardrobe.co.uk
-

12. Dispute Resolution

If you have concerns about your clearout, payout, or any aspect of our service, please email hello@rewardedwardrobe.co.uk in the first instance. We aim to respond within 5 working days.

Our valuations are final (§5) and we are not obliged to provide itemised breakdowns. We'll still work with you in good faith to resolve concerns.

Nothing in these Terms prevents you from pursuing statutory consumer rights.

13. Jurisdiction

These Terms are governed by and interpreted in accordance with the laws of England and Wales.

Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Updates to These Terms

We may revise these Terms from time to time. The current version is always available at <https://rewardedwardrobe.co.uk/policies/terms-of-service>. Where we make material changes (affecting payout structure, data handling, or your rights), we will request that you re-accept the updated Terms at your next interaction with the service.

For minor or clarifying changes, continued use of the service after the revised Terms are published constitutes acceptance.

15. Contact

If you have questions about the process or your payout, contact:

✉ hello@rewardedwardrobe.co.uk 📦 13 Ridgemount, Weybridge, Surrey, KT13 9JD
