THREDUP LUXE

FREQUENTLY ASKED QUESTIONS

OUR ACCEPTANCE POLICIES

Which brands does thredUP LUXE accept?
We accept women’s luxury designer clothes, handbags, accessories, and shoes from our approved designer brands list. If you want to include items from other brands as well, no worries. We'll take it all—from Gap to Gucci—and we will do all the work to help your items sell.

What items does thredUP LUXE not accept?
We do not currently accept jewelry, men’s clothing, formal gowns, items over 10 years old, items with signs of wear, or anything counterfeit.

What does thredUP’s LUXE quality inspection involve?
thredUP puts quality and authenticity first. We accept items in excellent condition—there should be no holes, pilling, stains, signs of wear, or missing labels. In addition, our staff of highly trained authenticators ensures that there are no signs of counterfeit.

How does thredUP authenticate LUXE items?
We have a separate processing system for LUXE items, with a specially trained authentication staff. This team has an extensive knowledge of designers and experience in identifying counterfeits. No knockoffs here!

What happens if my items don’t pass the quality inspection?
If any items received in a LUXE Clean Out Kit are not accepted, we will automatically return them to you for free. If you’re curious why we didn’t accept certain items, our LUXE Concierge will be happy to share the details.

BAG PROCESSING

How do I send in my items?
Once approved, we will mail you a label to send in your designer items. Once you fill up the box, drop it off at your local USPS or FedEx Office to be shipped back to us for free. Although it is not mandatory, we encourage you to keep a record of items you send. If you choose to send us an itemized list, please be sure to include your email. We kindly request you keep individual shipments to roughly 30 lbs.
How long will it take to process my LUXE Clean Out Kit?
With a LUXE Clean Out Kit, you receive expedited processing, and we expect to be able to review the items you send us within a week of receipt.

What if I include items from brands outside of your designer list in my LUXE bag?
Please do! Our goal is to be the easiest way to Clean Out your closet. Feel free to send us items from any brands in your closet, and we’ll do all the work to make sure your items sell.

PRICING

How does thredUP determine the listing price of my LUXE items?
Our advanced algorithms and luxury authenticators consider the designer, category (e.g., handbag), and condition of your LUXE item to determine the initial listing price. You have 12 hours to adjust the price before it’s listed, and you can continue to adjust the price after the item is posted.

How can I adjust the price of my LUXE items?
You can change the prices of your items in My Selling History in your thredUP account. If you adjust the price of an item, the commission rate (the percentage of the selling price you receive) will update based on the new listing price.

What is the 12-hour bidding window?
After you’ve had 12 hours to edit the initial listing price of your items, they will be open for bids for 12 hours. During this time, no adjustments can be made to your item’s price. If your item gets a bid, your payout will increase accordingly. If your item does not get a bid, it will be listed on the site and available for you to adjust the price again.

SALES & COMMISSIONS

What is the commission rate for my items?
Commission rate is based on the listing price. The listing price is set by our pricing specialists and is based on fair market value of the item. If you change the price, the commission rate will change accordingly.

Below is the full scale:
What is the consignment payout?
All items are listed on consignment -- the price can be changed throughout the life of the listing as long as it is not reserved or bid on.

How do discounts impact my commission amount?
Earnings are impacted when a promo code is used to purchase the item. If your items are purchased with a discount or promo code, your earnings will be reduced accordingly, with a maximum reduction of 20%. If you want to offset potential deductions to your earnings, you can adjust the listing price of your consignment items.

How will I receive my commission?
After your LUXE item sale is confirmed, your account will be credited with your commission amount in the form of a thredUP credit. You will be able to use that commission to shop the thredUP site, or cash out via PayPal or Stripe direct deposit.

What happens to unsold items?
Once your item has been listed for 7 days, you have the option to reclaim it from My Selling History in your thredUP account (shipping fees apply). If a LUXE item remains unsold after 90 listing days, you will have an additional 14 days to reclaim it. After that point, it will become the property of thredUP.

Don’t see your question answered here?
Contact our LUXE Concierge at luxeconcierge@thredup.com.