

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 Clean Out Kit or email you a label to send in your designer items. Once you fill up the bag or 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.

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 24 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.

SALES & COMMISSIONS

What is the commission rate for my items?

Commission rate is based on two aspects -- listing price and whether the item is a LUXE brand. The listing price is set by our LUXE authentication team, based on fair market value of the item. If you change the price, the commission rate will change accordingly. If the item is a [LUXE brand](#) and listed over \$100, there is an incremental 10% payout for the item. Below is the full scale:

thredUP Listing Price	Standard payout	LUXE payout
<\$14.99	5%	5%
\$15-19.99	10%	10%
\$20-34.99	15%	15%
\$35-49.99	25%	25%
\$50-74.99	40%	40%
\$75-99.99	50%	50%
\$100-199.99	60%	70%
\$200-299.99	70%	80%
\$300+	80%	90%

What is the difference between an upfront and 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. Commission rates will adapt to pricing adjustments. You may opt for an upfront buyout within the first 7 listing days. The upfront payout is always calculated based on the original listing price of an item as determined by thredUP, and reflects condition, age & style, amongst other factors. If you decide to adjust the listing price of an item before accepting an available upfront offer, the upfront offer will not adjust to the price you select.

How do discounts impact my commission amount?

For LUXE items, your commission amount is calculated based on the selling price of your item before any discounts are applied. For non-LUXE items, the payout is subject to any discounts or promotions applied to the purchase.

How will I receive my commission?

After your LUXE item sells, 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, Visa Prepaid Card 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 an item remains unsold after 84 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.