

FREQUENTLY ASKED QUESTIONS

Why do I need to activate my Clean Out Kit? And how do I do it?

By activating your Clean Out Kit, you're associating your email with the items that you'll be sending in. If you don't activate it, you won't be able to get credit for your items! Head over to thredup.com/reformation and click "Activate a Kit."

What happens after I activate my label?

If you received a Clean Out Bag, fill the bag with items that you want to sell. Drop the bag off at any FedEx Office or USPS location. Once your bag is received at our warehouse, we'll evaluate each item based on our quality standards. We'll send you an email detailing which items were accepted and your payout will be in Reformation credit. If you send in your items before December 31, 2018, you'll receive an extra 15% payout bonus.

If you received a Clean Out Label, fill any shippable box with items that you want to sell and affix the pre-paid label to the box. Drop the bag off at any FedEx Office or USPS location. Once your box is received at our warehouse, we'll evaluate each item based on our quality standards. We'll send you an email detailing which items were accepted and your payout will be in Reformation credit. If you send in your items before December 31, 2018, you'll receive an extra 15% payout bonus.

How long will it take to process my items?

As soon as we receive your Clean Out Kit, we'll send you an email letting you know how long it will take to process.

I want to send in more clothes! What can I do?

Head over to thredup.com/reformation and click "Order a Kit." From there, you'll be able to print out a label to send in more items.

What can I send in?

We accept women's and kids' clothing, handbags, shoes, fashion jewelry, and accessories. We do not currently accept men's clothing, formal gowns, items over 5 years old, items with signs of wear, or anything counterfeit.

What are the quality standards?

We accept items in excellent condition—there should be no holes, pilling, stains, signs of wear, alterations, or missing labels.

Is there a way to get my rejected items back?

You're able to add Return Assurance to any Clean Out Kit by heading over to thredup.com/bags and checking the box to add Return Assurance. A fee of \$10.99 will be incurred to cover the cost of labor and shipping, and will automatically be deducted from your payout.

How does thredUP determine the listing price of my items?

Our advanced algorithm and authentication team consider the brand, category, and condition of your items to determine the fair market value. Based on that listing price, you'll receive a payout percentage as follows:

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%

If an item is from one of 600+ luxury brands in [this list](#), you will receive an extra 10% bonus payout on items listed over \$100.

How will I be paid for my items? And how long does it take?

We'll let you know as soon as we process your bag. Within a week, Reformation will send you a confirmation email that the shopping credits are in your Reformation account. If you send in your bag before December 31, 2018, you'll receive an extra 15% payout bonus.

Who can I reach out to if I have additional questions?

If you have questions on the processing of your Clean Out Kit, feel free to reach out to reformation@thredup.com.

If you have questions about your Reformation credit, feel free to reach out to love@thereformation.us.