

## Merchant Terms & Conditions

Effective Date: March 28, 2025

Last Updated: January 8, 2026

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### 1. Eligibility & Application

- Merchant services are currently only available to individuals who can deliver or coordinate delivery to us in South Etobicoke (Royal York & Evans).
- Items must be from our approved departments and brands listed on our website.
- To apply, complete the Merchant Application Form. Once accepted, you'll receive your Merchant ID# and delivery coordination details.

### 2. Item Intake Requirements

- **Minimum drop-off:** 8 items per intake  
*(We may accept fewer than 8 items if they are higher-value pieces—assessed case by case.)*
- **Maximum per intake:** 50 items per Merchant at one time.
- **Packaging:**
  - Items must be packed in **completely sealed, bags or boxes**.
  - Clearly label each bag with your **Merchant ID#** (either written on the bag or included as a note inside).

- **Not accepted:**
  - Luxury goods or high-end collectibles  
*(Due to lack of authentication services at this time)*

### 3. Item Condition Guidelines

All submitted items must be:

- **Clean** (no stains, pilling, fading, shrinking, holes, animal fur, or odors)
- **Undamaged and unaltered** (no missing size tags, broken parts, or personal modifications)
- **Great to Brand New Condition** (minimal wear, like-new or brand new with or without tags)

Items that don't meet our standards may be **rejected**. Accepted items that require cleaning may be subject to a **\$5.99** cleaning fee, deducted from earnings.

Items that **do not meet our criteria** will be:

- **Donated to local organizations** or
- **Recycled via textile programs**

Due to the nature of our intake process, **we're unable to return unaccepted items**.

### 4. Processing & Listing

- Items are processed, quality-checked, photographed, and listed within **2-3 weeks** of drop-off. We price items according to fair market value.
- You will be notified by our **Merchant Concierge** once your items are live in our marketplace.

## 5. Selling Window & Pricing

- Each item is listed for a **6-month Prime Selling Window**
  - The first **4 weeks** is the **New Arrivals window** for maximum visibility.
- After 4 weeks, we may **adjust item pricing** at our discretion to help move inventory.
- We reserve the right to run promotional offers at our discretion to help drive sales. Commissions are paid out based on the **final selling price after any discounts** or promotions have been applied.

## 6. Item Lifecycle & Retrieval

- Items are listed in our store for a **6-month Prime Selling Window**, with the first 4 weeks classified as **New Arrivals**.
- After 6 months, **items may remain in the store** at our discretion, be moved to **clearance**, or be **donated/recycled** if we determine they are no longer viable for sale.
- If you would like to **request your items back** during the 6-month window, a fee of **\$5.99 per item + shipping** will apply.
- Retrieval of any remaining items **after the 6-month** window is available for a fee of **\$5.99 per item + shipping**, provided the items have not already been donated or recycled.
- Item return is **optional** and must be requested by the Merchant within the appropriate time frame of 6 months. It is the **responsibility of the merchant** to contact us before the 6-month window to request items back.

## 7. Commission Structure

Commission ranges from **20–60%** based on **final sale price**. Items selling under \$10 are not eligible for payout.

- \$10-\$19.99 → You earn **20%**
- \$20-\$24.99 → You earn **30%**
- \$25-\$49.99 → You earn **40%**
- \$50-\$149.99 → You earn **50%**
- \$150+ → You earn **60%**

We **do not** payout for items that resell for less than \$10.

## 8. Payouts

- Payouts are sent via e-transfer on the **last business day** of each month, covering sales from the **15th of the previous month** to the **14th of the current month**. A detailed receipt of items sold and sale amounts is included.

## 9. Tracking Your Listings

- View your active listings by searching your **Merchant ID#** on our site.
- We're developing a **Merchant Dashboard** in the near future to provide:
  - Listing status
  - Sales reports
  - Payout tracking & automated payments

## 10. Support

- Contact our **Merchant Concierge** team with any questions—we're happy to help: [hello@peoplesthrift.ca](mailto:hello@peoplesthrift.ca)

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# General Terms & Conditions

## A legal disclaimer

People's Thrift is an online resale marketplace that provides a convenient way for individuals to buy and sell secondhand clothing and accessories. These Terms of Use ("Terms") form a legally binding agreement between you and People's Thrift ("People's Thrift," "we," "us," or "our"), governing your use of our website, mobile applications, and any other related services or content we provide (collectively, the "Services"). By using our platform, you also acknowledge and agree to our Seller Terms and Privacy Policy, which are incorporated into these Terms by reference. People's Thrift is owned and operated by Somerton Creative.

## Terms & Conditions

### 1. Overview of Services

People's Thrift is an online resale marketplace where individuals can buy and sell secondhand clothing, shoes, and accessories. Unlike peer-to-peer marketplaces, we inspect, store, and fulfill merchandise on behalf of sellers. We verify the authenticity and quality of all items upon arrival before making them available for purchase.

### 2. Buyer & Seller Responsibilities

- Buyers: You agree to review product descriptions, photos, and store policies before making a purchase.
- Sellers: You must ensure that items sent to our warehouse match the descriptions and meet our acceptance criteria.
- Authenticity & Inspection: People's Thrift is responsible for ensuring the authenticity and condition of goods sold through our platform. Items that do not

pass inspection will not be listed for sale.

- **Unaccepted Items:** If an item does not meet our quality or authenticity standards, it will be responsibly donated, recycled, or otherwise handled as per our policy.

### 3. Returns & Refunds

We stand by fair and honest resale. If you change your mind, returns are accepted at the buyer's expense. A **3% fee** applies only when the entire order is returned; returning some items incurs no restocking fee. Returns must be made within:

- 7 days of purchase for pick-up orders
- 14 days of delivery for shipped orders

**Please note:** All Bargain Bin items (or any item priced under \$10) are **final sale** and not eligible for return or refund. Items must be returned with their **People's Thrift tag** on and **Brand New with Tag** items must be returned with their original retail tag in order to receive a full refund.

To start a return, email us at [hello@peoplesthrift.ca](mailto:hello@peoplesthrift.ca).

This restocking fee helps us cover non-refundable merchant fees and the cost of reprocessing and relisting items. As a small circular fashion shop, it allows us to keep doing what we do sustainably.

### 4. Payment & Fees

- Buyers must complete payments through our approved payment methods.
- Sellers may be subject to service fees for storage, fulfillment, and sales commissions, which will be disclosed at the time of listing.

- People's Thrift reserves the right to withhold payments if fraudulent activity is suspected.

## **5. Disputes & Liability**

- People's Thrift is responsible for ensuring the authenticity and quality of listed items. However, we are not liable for issues beyond our inspection and fulfillment process.
- Any disputes should first be addressed through our resolution process.
- We are not responsible for lost or stolen packages once an item has been marked as delivered by the carrier.

## **6. Account Termination**

We reserve the right to suspend or terminate accounts that violate these Terms, engage in fraudulent activity, or abuse our marketplace policies.

## **7. Changes to Terms**

People's Thrift may update these Terms at any time. Continued use of our platform constitutes acceptance of any modifications.

For questions or concerns, please contact our support team: [hello@peoplesthrift.ca](mailto:hello@peoplesthrift.ca)