



Quality Policy for Our Online Consignment Event

At our online consignment event, we are committed to offering only new or gently used, high-quality items. All items consignors sell must meet the following quality standards:

- No rips, stains, broken elements, excessive wear, damage, or missing pieces/parts.

While our consignors are excellent at following these guidelines, we understand that buying online may bring concerns. That's why we offer you our **Quality Guarantee**:

On-Site Policy: Item Review and Refunds

At pick-up, we provide review stations where buyers can inspect their purchases. If you have any quality concerns, we will review the item on the spot and issue an immediate refund.

Refunds typically take a few business days to appear in your account.

Take-Home Policy: 48-Hour Item Review and Refunds

If you don't have time to review your items on-site, we offer a 48-hour window to inspect your purchases at home. Should you find an issue, simply submit a claim through the link provided at pick-up.

Upload pictures of the issue and the item's tag, and we will issue a refund via a gift card for our next event.

We want you to shop confidently, knowing that your satisfaction is our top priority.