



THE
ReLoved
COLLECTIVE

The Reloved Collective

89 Humffray Street North, Ballarat

E: ballaratrelovedcollected@gmail.com

Store Phone - 0451540949 (During Opening Hours)

For all other enquiries please contact us via our website or instagram:

therelovedcollective.com or

@therelovedcollective_ballarat

The Reloved Collective Ballarat

Sell a Bundle – Terms & Conditions

All Sellers (hiring space and consignment) must agree to and comply with the following Terms & Conditions when selling at **The Reloved Collective Ballarat**.

1. Extended Trading Period

- The Reloved Collective Ballarat pop-up shop is extending its operation for the remainder of 2026.
- Sellers book a bundle for a **dedicated 10-working day selling period** within the store.
- Items will be displayed and sold in-store for the duration of the booked period only.
- If your booking is across a Public Holiday period, your 10 selling days will still be honoured.
- The ReLoved Collective Opening Hours are from Wednesday to Saturday 10am till 4pm with considerations to Sunday 11am - 3pm, when able. We reserve the right to reduce or extend opening hours on specific days where deemed necessary. Please feel free to contact us when you are able, but we will only respond to any communication during our working hours, as outlined above.

2. Bundle Options & Pricing

Available bundle options for purchase via the Booking Service on our website: therelovedcollective.com

WOMENSWEAR (all prices are inclusive of GST)

- **10 items – \$80**
- **20 items – \$132**
- **40 items - \$220**

KIDSWEAR

- **10 items – \$40**
- **20 items – \$60**
- **40 items – \$110**

*All Seller fees require full payment upon booking to reserve your spot.

*Any extensions to your booking may be booked through our online system, or as a manual online booking in store (supported by staff) this is subject to the availability of space within the store.

*Booking fees are **non-refundable**, unless our cancellation policy is adhered to, including any additional services such as ticketing and pricing.

*20% Commission will be taken on all SOLD items this is inclusive of GST.

3. Zeller, Booking System & Requirements

- All sellers must make a profile via Zeller web application upon booking. The link including, Zeller Help Guides are available via our website.
- Sellers must provide accurate contact details.
- Sellers are responsible for keeping account details up to date.
- The ReLoved Collective Ballarat does not take responsibility for payments processed where inaccurate details are provided.
- Proof of identity may be requested.

4. Accepted & Excluded Items

Accepted Items

We accept the following items only:

- Kidswear (Not childrens accessories at this time)
- Womenswear Garments
- Womens Handbags
- Womens Shoes
- Womens Belts
- Womens Sunglasses

All items must be:

- Clean, freshly laundered, and odour-free
- In excellent, resale-ready condition
- Free from stains, holes, excessive wear, or damage
- Must contain all appropriate tags including branding, fabric and wash instructions.
- If a slip is required for the garment or accessory such as a waist tie, they must accompany the garment in store.
- Its must be current and within 6 years of purchase

Items must comply with current Australian safety standards. We do not accept:

- Sleepwear that does not meet fire safety regulations
- Recalled or unsafe items
- Items with broken zips, missing buttons, or loose parts that may pose a hazard

The Reloved Collective Ballarat reserves the right to decline any items that do not meet these standards. The seller is responsible for checking and meeting these quality standards and if they are not met, we reserve the right to withdraw the garment from the shop floor for the duration of your booking.

Excluded Items

The following items will not be accepted:

- Activewear, including (but not limited to): leggings, activewear shorts, crops
- Swimwear, underwear, and lingerie
- Anything VINTAGE or beyond 8 Years of purchasing new retail.
- Maternity wear
- Fast fashion labels for example: Kmart/Anko, Best n Less, Target, Big W, Cotton On, H&M, Review, Showpo, Bonds, Review, Alannah Hill etc. Please refer to our list of Australian & International Labels Guide.
- Menswear
- All items must be **privately owned**.
- Selling stolen goods is strictly prohibited.

5. Label Approval

- All items must align with The Reloved Collective's brand values and aesthetic.
- Acceptance of labels is at the sole discretion of The Reloved Collective Ballarat, if unsure please refer to guides via our website: Australian & International Womenswear Labels, Australian & International Childrenswear Labels.
- Any items deemed unsuitable may be excluded from sale, as mentioned in greater detail above.

6. Codes & Price Tags

- All items must be tagged and labelled prior to arriving in-store. Complimentary labels and fasteners are available for collection from our store prior to your start booking date.
- All codes and prices must be completed digitally via the Zellr Web platform. Please keep in mind printing your barcodes is only accessible from a desktop computer and not via the mobile app.
- A tagging service may be purchased for an upfront fee of \$10 by the seller, please see details below.

- As the seller, it is important to price your items appropriately. We recommend pricing garments within ¼ to ⅓ of the RRP unless new with tags.
- Tags will be securely attached using garment string, safety pins will be provided where necessary.
- Please refer to our labelling guide for full requirements.
- The Reloved Collective Ballarat reserves the right to negotiate final pricing with the seller where necessary for optimal and fair selling.
- If a garment presents as less than the expected quality, we reserve the right to offer the buyer a 10% discount. Any additional discount on the garment will be in negotiation with the seller.

All Inclusive Tagging Fee

- A tag printing service for \$10 can be purchased. We will print your barcodes and attach them to tags for you. It is the responsibility of the seller to make their Zellr profile and input their garment information into the program before we can complete this request. This must be completed 2 days prior to bringing your garments in.
- The fee is deductible from your seller payout.
- It is the responsibility of the Seller together to attach the tags to the garments to ensure they correspond correctly.

7. Pricing & Display

- Items will be styled, displayed, and merchandised at our discretion to best suit the store and maximise sales.
- Hangers are provided by The Reloved Collective Ballarat.
- The ReLoved Collective reserves the right to merchandise garments that appear small or oversized in sizing areas that do not correspond to the sizing on the label.
- The ReLoved Collective Ballarat will process all seller payouts using the bank account details nominated by the seller within their Zellr profile.
- Sellers are solely responsible for ensuring that their nominated bank account details, including the Account Name, BSB and Account Number, are accurate, complete and kept up to date prior to any payout being processed.
- If a seller provides incorrect, incomplete or outdated banking information, or fails to update their bank account details before a payout is processed, The ReLoved Collective Ballarat accepts no responsibility for any delayed, failed or misdirected payments.
- Any deductions relating to services purchased or fees incurred during the seller's booking period will be deducted from the final seller payout. These deductions will be documented within the seller's Zellr profile.
- Sellers are encouraged to download the Zellr application to monitor the sales of their garments throughout their booking period. Instant sale notifications are available through the application. The ReLoved Collective Ballarat will not contact sellers individually each time an

item is sold. The total in 'Sales Tracking' is the gross sale amount and has not had the 20% commission deducted from each sale. This will be calculated at payout.

8. Sales, Payments & Commission

- The Reloved Collective Ballarat operates a **strict no return or exchange policy**. All sales are final.
- A **20% commission** is charged on every item sold, this is inclusive of GST.
- Funds will be transferred to sellers **within 7 business days** after the bundle booking ends.
- All sellers are encouraged to download the Zellr Application to track the sales of their garments. Instant selling updates are provided by the app. You will not be contacted directly by The ReLoved Collective.

9. Discounts & Markdowns

- All seller stock will be moved to the 'Last Chance' Racks within 3 days of the end of your selling period.
- Sellers may choose to apply a 20% reduction to their stock once it has been placed on 'Last Chance.'
- Discounts must apply to **all items**, not individual pieces.
- To request a markdown, contact us via our website or mobile during opening hours.
- **Some 'Last Chance' items may be photographed on social media to increase selling chances within the final days of your booking. This is not guaranteed and is subject to staff and time availability.**

10. Bump In & Bump Out

Bump In

- Sellers must hang items on the provided hangers and designated rack on the **first day** of their booking period. We allow 20 minutes prior to opening for early bump ins to occur from 9.40am.
- Any questions or concerns should be emailed to: **ballaratrelovedcollective@gmail.com**
- If a seller does not attend within **two days** of their allocated booking period, the space will not be held or refunded unless prior communication has occurred within **7 working days** of the booking.

End of Rental / Bump Out

- Sellers are responsible for collecting their items once the 10-day selling period is complete.
- Items must be collected during store opening hours only.
- We recommend coming in 1 hour prior to closing time to enhance your selling change.

- A pack down service may be offered by The ReLoved Collective Ballarat, at an additional cost to the seller of \$30. Please contact us for this request.
- If sellers do not arrive at least **30 minutes before closing** on their final day, you will automatically apply for the pack down service and will be charged \$30 from your sold garments payout.
- Any garments held in storage at the ReLoved Collective will incur a \$20 daily holding fee. This fee can be paid upon collection or deducted from your sold garments payout.

11. Unsold Items

- Any unsold items must be collected at the end of the pop-up period.
- Items not collected within the agreed collection timeframe will incur the pack down and holding fees outlined above.
- Any items remaining uncollected after 7 days will be deemed the property of The ReLoved Collective Ballarat and may be redistributed or donated, unless prior arrangements have been made in writing.

12. Responsibility & Liability

- While all reasonable care is taken, The Reloved Collective Ballarat is not responsible for lost, stolen, or damaged items during the booking period.
- This is a market-style environment where items may be handled or tried on. If an item is particularly delicate or cannot risk damage, we recommend not bringing it.
- Items may occasionally be moved or misplaced within the store; however, we do our best to track stock using a colour-coded system and itemised sheets provided by sellers.

13. Cancellations & Rescheduling

- To reschedule a booking, please email **ballaratrelovedcollective@gmail.com** at least **two weeks prior** to the start date.
- Rescheduling or cancellations within one week of the start date are **non-refundable**.
- For full cancellations, please contact the team via email for assistance.

14. Online/ Social Media Purchases

- Items may be purchased via Instagram using bank transfer or payID
- No refunds are offered on Instagram purchases.
- Items must be collected from the store where purchased or posted at the buyer's expense.
- A flat rate of \$15 per item applies to all purchases. Bundle prices and express postage can be requested, but will be at an additional cost to the buyer.

15. General

- By participating, buyers, sellers and collaborators agree to comply with all terms outlined in this document.