

10 Pro Tips to build a repayment action plan | Professional Sellers

1. Keep a close eye on your catalogue

You can easily monitor the current status (Sold, Withdrawn or On Sale) of your entire catalogue via our Catalogue Management Tool. To access the tool, go to My Account → For Sale → Catalogue Management for Professional Sellers, on your desktop only.

On your account page, you can also track your orders under My Account → Purchases & Sales → Sold items. You'll be notified by email whenever you make a sale, so keep an eye on your inbox!

2. Be a speedy shipper

When your item is sold, make sure you ship it within 7 days. If you don't ship within this time, your sale will be automatically canceled. We offer hassle-free shipping with prepaid shipping labels, along with access to dedicated carriers with pickup options. Establishing your own routine helps streamline sales - try to check, pack and ship your sold items as soon as they are purchased!

3. Be transparent and precise

When describing your item, it can be tempting to omit small imperfections in a bid to sell your piece faster. Don't fall into this trap. We have very precise guidelines: any defects must be clearly detailed in the product description and should be visible in your photographs. Make sure you carefully review the criteria before you select a condition for your item (Very Good, Good, Fair...). All sold items are checked by our team for quality and authenticity, and remember - any item bought from a professional seller can be returned within 14 days. Honesty really is the best policy!

4. Step it up around festivities or sales

Our biggest sales of the year are during May and November, not to mention the Christmas shopping season! Pay extra attention during these periods and monitor your live catalog closely. This will allow you to react quickly when you sell an item, or when you need to remove items you have already sold elsewhere.

At Vestiaire Collective, **repayment** refers to the process of a sale being **canceled** and a full refund being issued to a buyer for that canceled sale.

A sale cancellation can be triggered for a wide variety of reasons. For example, when the buyer reports an issue with an item they have received and returns their order, or when the seller does not ship the order within 7 days.

Your **Total Repayment Rate** is the number of canceled sales each month, calculated as a percentage of your total sales each month. *For example, if you made 25 sales within one month, but 5 of those sales were canceled, your Total Repayment Rate would be 20%.*

5. Promptly remove any items sold elsewhere

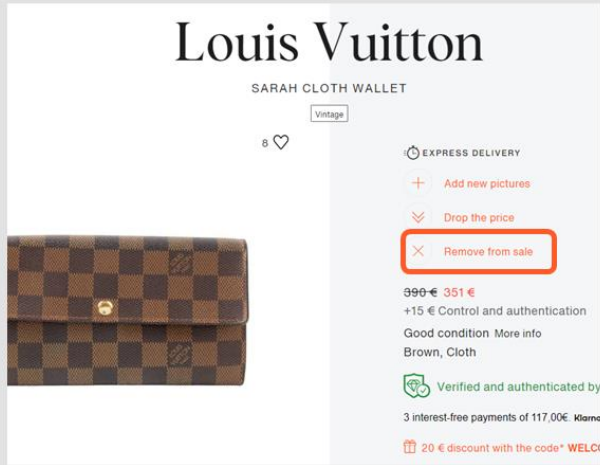
Remember to remove from Vestiaire Collective any listings that are no longer available. This will help you to avoid canceled sales, which negatively impact your repayment rate.

If you manually list your items, you can now use our Catalogue Management tool to quickly and easily remove unavailable items. To access the tool, go to My Account → For Sale → Catalogue Management for Professional Sellers, on your desktop only.

Pro tip: on Catalogue Management you can search your items using Vestiaire Collective product ID or your own product reference (Ext ID). Find below three different ways you can remove your items.


From the product page

Select "Remove from sale"



From Catalogue Management

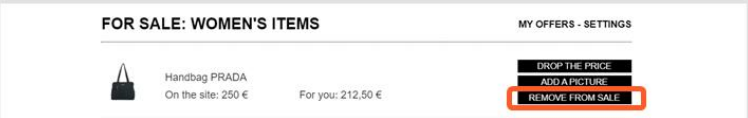
Click on the three dots > Remove from sale



CATEGORIES	Search by External SKU or Vestiaire ID	Sort by	Relevance		
All					
Women	Sonia Rykiel Belts (90 cm)	On the site: 240 €	External SKU: -	Live	On sale for 2 year(s)
Men	Christian Dior Bracelets	On the site: 489 €	External SKU: -	Live	On sale for 2 year(s)
Kids	Women / Jewellery / Metal / Gold	For you: 204 €	VC ID:	Live	On sale for 2 year(s)
Lifestyle	Christian Dior Hats (M Internat...	On the site: 479 €	External SKU: -	Live	On sale for 2 year(s)
	Women / Accessories / Polyst...	For you: 407,75 €	VC ID:	Live	On sale for 2 year(s)
	Yves Saint Laurent Necklaces	On the site: 879 €	External SKU: -	Live	On sale for 2 year(s)
	Women / Jewellery / Metal / Gold	For you: 747,75 €	VC ID:	Live	On sale for 2 year(s)
	Paco Rabanne Necklaces	On the site: 375 €	External SKU: -	Live	On sale for 2 year(s)
Status	Women / Jewellery / Plastic / B...	For you: 318,75 €	VC ID:	Live	On sale for 2 year(s)

From My Account page

My Account > For Sale > Remove from sale



If you are listing your items using one of our bulk listing solutions, please ensure your csv file is set up correctly and don't hesitate to share any issues or questions with our team. We know issues might arise from time to time, but we'll always work to fix them as soon as possible.

6. Source responsibly

All sold items are checked for authenticity. We know when handling large volumes small mistakes happen and we recommend working closely with your suppliers to ensure beyond doubt that all your items are authentic. Whenever possible, include authenticity certificates with the product. There are companies out there offering authenticity evaluations when you need another opinion, but make sure you put your trust in the best providers to verify the authenticity of your items.

7. Carefully inspect your items

If you are experiencing a high number of canceled sales for non conformity (ie. the item is returned by the buyer because it does not match the description provided) it might be time to perform some extra checks. If products have been stored in a warehouse for a long time, they might have acquired an odor, or have been attacked by mold: if you have not listed these defects in the product description, the buyer is within their rights to request a return for non conformity which will affect your repayment rate.

8. Go the extra mile

The more information you provide in your listing, the easier it is for interested buyers to find your item. It is also easier for them to get a clear idea of the product and avoid any disappointment. Many of our buyers are used to luxury experiences: think of surprising them with HD and close-up pictures, showing the items from different angles, and listing model name, colour, size, material... This will help you sell faster, but if you are detailed and precise you will also be more protected against sales cancellations (therefore repayment) for conformity reasons!

9. Learn from experience to avoid repeating mistakes

Every month, we send you a report which includes your Repayment Rate based on sales and cancellations made within the previous calendar month. In the email you will find a link to the list of all your canceled sales from the previous month, with the reason for cancellation (authenticity, conformity, non-shipment). Take advantage of this information! You might gain useful insights to fix or avoid the same issues in the future.

10. Going away? Put your account on holiday too!

When you go on holiday, it is vital that you make use of our Holiday Mode. If you cannot ship a sold item, the cancellation for non-shipment will negatively impact your repayment rate. With Holiday Mode, your items will remain visible in the catalogue and buyers will know you'll be back soon!

You can activate Holiday Mode by following these steps:

On the app: Me → Holiday Mode

On your desktop: My Account → Holiday Mode.

The image displays two screenshots side-by-side. The left screenshot, titled 'From desktop My Account page', shows the desktop version of the Vestiaire Collective website. The 'My account' section is visible, with a red box highlighting the 'SETUP HOLIDAY MODE' button. The right screenshot, titled 'From mobile app My Account > Holiday Mode', shows the mobile app interface. The 'Me' menu is open, and 'Holiday Mode' is selected, also highlighted with a red box. The 'Holiday Mode' settings screen is shown, with a red box around the 'Holiday mode' toggle switch, which is currently turned on. Below the toggle, there are fields for 'Start date' and 'End date'.