

START HERE

Your first rental, step by step

Sign in, find an outfit, request it, receive it, and return it with confidence.

Browse Collection

Discover stunning South Asian formalwear from our community

Browse by intent: [Buy pre-loved](#) · Not sure about sizing? [View our Size Guide](#)

MARKETPLACE

All
Rent
Buy Pre-Loved

CATEGORY

All
Women's
Men's
Children's
Accessories

SIZE (MEN'S & WOMEN'S)

All Sizes

CLOTHES

All Clothes

LOCATION

Zipcode
Within 10 miles

4-DAY RENTAL PRICE

\$0
\$600+

COLOR

All Colors

MY FIT

All Listings

SORT BY

Default

Rent



Punit Balana Surkh Laal Satin Silk Printed & Coin Work Dress

\$175 / 4 days

Size S, M-Like New

Rent



Black Pre-Stitched Sari Gown with Sheer Sleeves and Gold Embroidery

\$160 / 4 days

Size M, L-Like New

Rent

Close Fit



West x East Gold Brocade and Chiffon Anarkali Dress

\$100 / 4 days

Size S, M-Like New

Rent



West x East Forest Green Chiffon One-Shoulder Lehenga Set

\$120 / 4 days

Size L-New

Rental collection in the platform preview. Availability, listings and prices change.

Your rental journey

1. Sign in → 2. Browse → 3. Choose dates and delivery → 4. Review costs → 5. Pay and request → 6. Owner accepts → 7. Authorize the deposit → 8. Receive and inspect → 9. Return → 10. Owner closes the rental.

Before you start

Have your account email, password, event dates, measurements, delivery address and a credit/debit card ready.
A referral code is required to create a new membership.

This guide uses captured platform pages. Order screenshots are clearly labeled examples with fictional details; no rental request, payment, shipment or notification was created for this guide.

STEP 1

Sign in to your membership

Open <https://www.kareenascloset.com/auth> in your browser.

The screenshot shows a mobile web interface for signing in. At the top, there is a navigation bar with links: SHOP, HOW IT WORKS, and JOIN OUR COMMUNITY. Below this is a 'Back to Home' link. The main heading is 'Welcome Back' with the subtext 'Sign in to your Kareena's Closet account'. There are two buttons: 'Sign In' and 'Create Account'. Below these are input fields for 'Email' (with a placeholder 'you@example.com') and 'Password' (with a masked password '*****' and a toggle icon). A 'Forgot password?' link is positioned below the password field. A large yellow 'Sign In' button is at the bottom of the form. At the very bottom, there is a link: 'Don't have an account? Create one'.

Sign-in page; no account credentials are shown.

1. Choose Sign In, enter the email address used for your membership and your password, then click the gold Sign In button.
2. Forgot your password? Click Forgot password?, enter your membership email and select Send Reset Instructions. Check your inbox and spam folder.
3. New member? Select Create Account. Enter your full name, email, referral code, password and confirmation; accept the Terms and Privacy Policy. Verify your email using the message sent to you, then sign in.

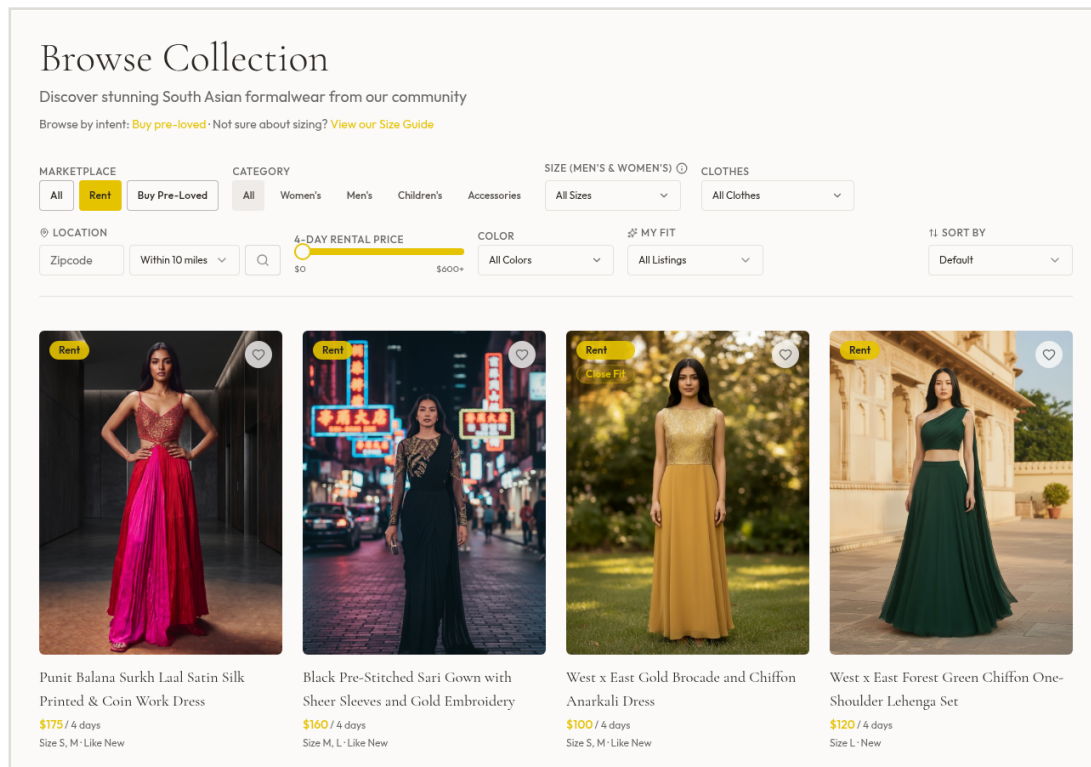
Keep your account secure

Never send anyone your password or card details. Use the platform's secure checkout and deposit links. Help: info@kareenascloset.com

STEP 2

Browse and check the fit

Use [the rental collection](#) to find a piece you would love to wear.



Select Rent, then narrow the collection using the filters above the outfits.

1. Choose Rent under Marketplace. Filter by category, size, clothing type, four-day rental price and color. For nearby outfits, enter a ZIP code and choose a distance.
2. Click an outfit photo or title to open its full listing. On an item offered for both rental and resale, use its Rent price tab.
3. Read the photos, condition notes, description and Garment Measurements. Compare with your body measurements; do not rely only on a size letter. Save body measurements in My Profile → Account Settings → My Measurements for fit suggestions.

Choose with care

Pieces are pre-loved. Read the [Size Guide](#) and the listing's Borrower Protection notice before paying. Rental availability is confirmed through the request process.

STEP 3

Choose your rental dates

The listed rental price is the base price for a four-day rental, not a daily price.

Punit Balana Surkh Laal Satin Silk Printed & Coin Work Dress

Make a show-stopping entrance in this striking designer creation by Punit Balana. Rendered in a rich, vibrant crimson red (Surkh Laal), this cocktail dress is crafted from luxurious, smooth satin silk featuring the designer's signature bohemian printed motifs. Designed with a playful silhouette, the dress is accented with metallic coin work embellishments along the neckline and trims that add movement and subtle jingling charm with every step. Perfect for Sangeet nights, cocktail parties, reception dinners, and high-end festive celebrations!

\$175 / 4-day rental
\$21.88/day for additional days (50% off)

Rent Now — from \$175

Available for Rent

♥ Favorite ➦ Share

Outfit Details

Category	Women's
Type	Dresses & Gowns
Size	S, M
Condition	Like New

📏 Garment Measurements

An actual published rental listing, captured in the preview; example price \$175 for four days.

1. Click **Rent Now — from \$[price]**. The **Select Rental Period** window opens.
2. Use the month arrows if needed. Click your start date and then your end date. Start and end days both count; the minimum is four days. Unavailable dates cannot be selected.
3. Choose dates that cover when you need the outfit. Check the selected range carefully and allow enough time to receive and inspect it before your event. Longer rentals increase the fee and can increase the deposit.

Availability buffers are not extra wearing days

The platform blocks scheduling time around a rental for delivery, returns and cleaning. Those calendar buffers do not extend your rental or your return deadline.

STEP 4

Choose pickup or shipping

Your delivery choice changes the cost and the handoff steps.

The screenshot shows a form titled "DELIVERY & SHIPPING" with two main options: "Ship to me" (Standard or Expedited 2-Day) and "Local pickup" (Arrange with the owner). Below these are input fields for "Shipping Address", "Full Name" (Jane Doe), "Street Address *" (123 Main St), "Apt / Suite" (Apt 4B), "City *" (New York), "State *" (NY), and "ZIP *" (10001). A "Show Shipping Options" button is at the bottom.

Delivery and shipping-address controls in the rental window.

1. For a nearby handoff, select Local pickup. No platform shipping charge is added; agree the actual pickup time and location with the Owner after acceptance.
2. For delivery, select Ship to me. Enter recipient name, street, apartment if any, city, state and ZIP, then click Show Shipping Options.
3. Choose Standard Ground (typically 3–5 business days) or Expedited 2-Day where offered. Quotes depend on the ZIP codes and the garment's package details; they are not always UPS. Check that the timing works for your rental start.

Rental shipping is outbound only

Checkout pays for one-way carrier delivery to you only. No prepaid return label is included. You, the Borrower, arrange and pay for tracked return shipping with USPS, UPS, or FedEx. Drop off the item within 2 calendar days of your rental end date, then enter the carrier and tracking number on your order page in your dashboard. Refresh rates if a quote expires or your address changes.

STEP 5

Understand every part of the cost

A rental payment and a refundable deposit hold are different things.

Rental price

The four-day base price shown on the listing. Example: \$175 / four days.

Rental fee

The charge for using the outfit for your chosen dates—not an extra platform fee added on top of the base price. Four days costs \$175. Each extra day costs half the normal daily rate: $\$175 \div 4 \div 2 = \$21.875$ before rounding.

Cleaning fee

\$30 for standard outfits; \$15 for Children's. Accessories normally have no cleaning fee, or \$30 when the Owner opts in. The charge shown for your item controls.

Refundable security deposit

A separate card authorization hold. The amount is the greater of the four-day base price and your actual rental fee, before a waiver. It excludes cleaning and shipping. Four days at \$175 means a \$175 hold; six days gives a rounded \$219 rental fee and \$219 hold.

Outbound shipping

The selected checkout quote covers one-way carrier delivery to you only. Local pickup adds no shipping charge. No prepaid return label is included.

Return shipping — paid separately by the Borrower

You purchase tracked return shipping with USPS, UPS, or FedEx. Drop off within 2 calendar days of your rental end date, then enter the carrier and tracking number on your order dashboard.

Discounts and any applicable tax

Apply a valid code before payment and review the final secure-checkout amount. Tax collection is currently disabled; if enabled later, applicable tax will appear at checkout. The refundable deposit is not taxed.

Budget example: four days, shipped

Illustrative—not a quote: \$175 rental + \$30 cleaning + \$23 outbound shipping = \$228 charged now. Later: \$175 refundable hold. Payment plus hold = \$403 temporarily committed, plus your separately purchased return postage. Pickup instead: \$205 charged now + \$175 hold = \$380.

Rental calculations are rounded to the nearest whole dollar. Use the figures shown for your actual dates and the final payment screen.

STEP 6

Review, pay and submit the request

Payment submits the request; it does not replace the Owner's acceptance.

Discount code

Dates	Nov 1 – Nov 4, 2026
Rental (4 days × \$43.75)	\$175
Cleaning Fee	\$30
Security Deposit (refundable)	\$175
Total Due	\$380.00

Sales tax, if applicable, is calculated at checkout based on your delivery or pickup location. The refundable security deposit is not taxed.

The security deposit is a temporary hold on your card, not a charge. You'll authorize it about 3 days before your rental starts via a secure email link. For longer rentals the hold may be renewed, so a new pending hold can appear as the old one drops off — you are never double-charged.

Secure checkout via Stripe — your card details are encrypted end-to-end

Klarna — interest-free installments available at checkout

A credit or debit card is required for the refundable security deposit hold, even if you pay the rental fee with Klarna.

☐ I agree to the [rental terms](#) and authorize the refundable security deposit hold of \$175 on my card.

Pay & Confirm Rental — \$380

Four-day pickup example: the window's \$380 "Total Due" includes the \$175 refundable hold.

1. Apply a valid Discount code if you have one. Check dates, delivery method, rental, cleaning, shipping and deposit.
2. Read the rental terms and select the agreement checkbox. Click Pay & Confirm Rental — \$[total] to open the payment instructions.
3. The Pay Rental Fees step charges rental, cleaning and any outbound shipping now. Complete the secure Stripe checkout, then return to Kareena's Closet to check your order. A card is needed for the separate deposit even if you use another offered method for the fee.

Why the totals can look different

The rental window and order total can include the deposit, but the initial payment step separates out the hold. In this pickup example, \$205 is charged now; \$175 is held later. Read "charged now" and the final checkout amount before confirming.

STEP 7

Track acceptance and the deposit

Watch your email and the platform's Notifications; follow the deadline shown on your order.

Back
Download Invoice
View timeline

Thank you!

You've placed a rental request for Example rental outfit. You will receive a response from the owner within two days.

Status

☒ Requested

☐ Approved

☐ Security Deposit Required

☐ Deposit Paid

☐ Active

☐ Picked Up

☐ Received by Borrower

☐ Receipt Confirmed

☐ Pending Return

☐ Returned to Owner

☐ Completed

Activity

☒ You placed a rental request
Oct 25, 2026 at 12:00PM

Example rental outfit

Rental — Total: \$380

Rental Period: 11/12/2026 to 11/15/2026

Outfit Details

Category: **Women's**

Order Details

Owner:

Order Number: #11111111

Item Number: 33333333-3333-4333-8333-333333333333

Transaction Date: 10/25/2026

Rental Period: 11/12/2026 to 11/15/2026

Rental Price	\$175
Cleaning Fee	\$30
Security Deposit (refundable)	\$175
Total	\$380.00

EXAMPLE ORDER: fictional request, shown only to illustrate the order page and progress list.

1. Go to My Profile → Outfit Rentals → As a Borrower. Click your outfit/order. The initial stage is Requested; the Owner must accept before the rental moves forward.
2. The response window is two days. Check the exact deadline in your order or notification. If declined or expired because the Owner does not respond, captured rental fees should be refunded; check the order's refund record and contact KC if the refund needs attention.
3. After acceptance, follow the deposit instructions. For later rentals, the hold is normally requested around three days before the start, using a saved card or secure email link. Imminent rentals may need it sooner. Use the deadline in your message—not an assumed date.

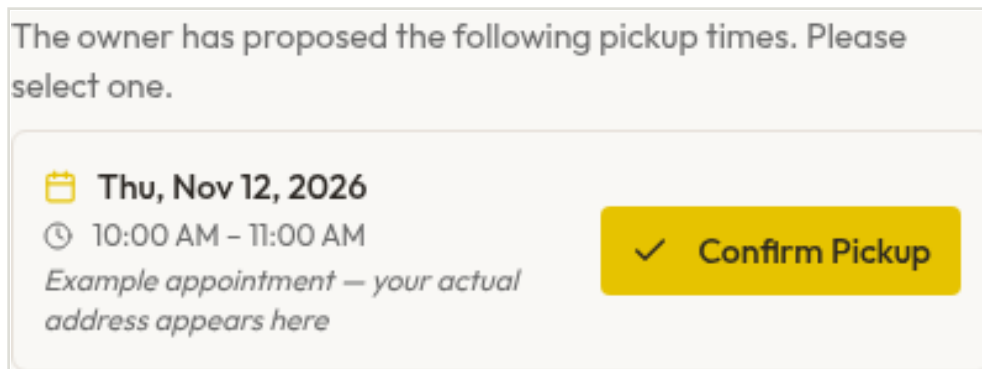
A deposit hold is not another rental payment

You may see Pay Security Deposit, Re-authorize security deposit or a secure card-update link. Use [Deposits](#) to check it. Holds may be renewed for longer rentals; temporary old/new pending entries can overlap. If authorization fails, act promptly to avoid cancellation.

STEP 8

Arrange pickup—or follow delivery

Stay in the order's Messages thread to coordinate with the Owner or Kareena's Closet.



EXAMPLE ORDER: a proposed appointment, with no real address or member details.

1. For pickup, open the accepted order and scroll to Pickup Schedule. The Owner proposes time slots; select a suitable one by clicking Confirm Pickup next to it.
2. Read the appointment date, time and address. If none works or no times have been proposed, send a message in the order thread and ask the Owner/KC to arrange another time.
3. At the physical handoff, inspect the outfit and use the order's Confirm Pickup handoff button. This is separate from selecting an appointment; both parties confirm the handoff. Do not confirm a handoff before you have the item.
4. For shipped orders, watch for Shipped and the carrier tracking number under Shipping Details. Follow tracking updates. Contact the Owner/KC immediately if delivery may miss your rental start.

Keep the arrangements clear

Agree return arrangements at the same time as pickup. Keep messages on the platform; contact details in messages may be automatically removed. A shipping estimate is not a guarantee—plan ahead and raise delays early.

Tip: your order's Activity and status list show the steps already recorded. Use Notifications to spot new messages and scheduling updates.

STEP 9

Confirm receipt and inspect promptly

Photograph the outfit as soon as it arrives or is handed to you.

Activity

- You placed a rental request
Oct 25, 2026 at 12:00PM
- The owner accepted your request
- The outfit was shipped
- Your outfit was delivered

 Confirm Receipt

Disputes & Condition Reports

No disputes have been raised for this order.

 Report an Issue

EXAMPLE ORDER: "Confirm Receipt" records that you received the outfit; "Report an Issue" is below it.

1. Check all pieces, closures, seams, embellishments and existing wear. Take clear photos from several angles before wearing the outfit.
2. For shipping, when the order shows Delivered, click Confirm Receipt. For pickup, complete the pickup handoff confirmation; follow any receipt prompt shown next.
3. If the item is defective, not as described or late, use Report an Issue and contact KC within 24 hours. Preserve photos and do not wear an item you are seeking to return for a qualifying refund.

Limited refund protection

Qualifying description/condition/delivery problems require the item to be returned unworn within 24 hours of receipt. Follow KC's instructions and the [Terms of Service](#). Do not alter, wash or dry-clean it without approval; cleaning is arranged by the Owner/KC.

STEP 10

Return it and record the handoff

Return by 11:59 PM Eastern Time on the second day after your rental end date.

 **Mark Return as Shipped**

Carrier and tracking number are required. We use the time you save this as your drop-off time, and your return is on time if it is dropped off by Tue, Nov 17, 2026 at 11:59pm ET. Late fees of \$20/day apply after that.

Carrier *	Tracking Number *
Select carrier ▼	Tracking number
	Enter 6–40 letters, numbers or dashes — no spaces.

 **Save Tracking & Mark Return as Shipped**

EXAMPLE ORDER: the return form asks for the carrier tracking number; no shipment was saved.

1. When ready to return, open your order dashboard and select Initiate Return if shown. The order then shows Pending Return.
2. Confirm the Owner's return address. Pack every piece in the original garment bag and box. You, the Borrower, arrange and pay for tracked return shipping with USPS, UPS, or FedEx; no prepaid return label is included. Hand the package to the carrier within 2 calendar days of your rental end date. Keep your drop-off receipt.
3. Immediately enter the Carrier and Tracking Number under Mark Return as Shipped on your order page, then click Save Tracking & Mark Return as Shipped. The save records your drop-off time. Do not mark it shipped merely because you purchased a label.
4. For pickup rentals, agree the return time/location in Messages. Physically return all pieces within the same 2-calendar-day deadline, then click Confirm Return Dropoff. The Owner confirms receiving the return.

The deadline is drop-off, not arrival at the Owner

If your rental ends Sunday, November 15, 2026, carrier handoff/local return is due Tuesday, November 17 at 11:59 PM ET. Late fees are \$20 for each complete 24-hour period past the deadline. Calendar buffers do not extend it.

STEP 11

Close out the rental

Your job ends with a properly recorded return; the Owner/KC completes the final checks.

1. Monitor tracking and the order after returning the item. Keep your photos and shipping receipt until the rental is fully resolved.
2. The Owner/KC confirms Return Received and has a 24-hour inspection window to report damage. You do not click the Owner's return-received or completion buttons.
3. If all is well, the Owner/KC selects Complete Rental & Release Deposit. Check for Completed / Order Complete and the deposit release notice. If you are waiting, ask through Messages or contact KC.
4. A released authorization normally disappears from pending card activity; it is not a refund of the rental fee. Bank timing varies. If a deposit was actually captured, any amount due back is processed as a refund. Approved damage/loss claims or fees can affect what is returned.
5. Read any claim or refund decision in the order. After completion, use Rate Your Experience to rate the outfit and Owner. Download your invoice/receipt if you need a record.

Need to cancel or resolve a problem?

Use Cancel Order and read its confirmation before proceeding. A \$50 cancellation fee may apply within seven days of the start, outside the 24-hour booking grace period, when rental fees were paid. Some policy wording differs; if the order and policy disagree, ask KC before confirming. For damage/refund questions, include your order number and evidence—never your password or full card number.

Useful links

[Borrower orders](#)

[Deposit holds and card updates](#)

[How It Works](#)

[Frequently Asked Questions](#)

[Terms and rental/refund policies](#)

[Email Kareena's Closet](#)

Guide checked against the platform preview and current rental calculations on October 25, 2026. Public screenshots show real listings; order-stage screenshots use fictional browser-only examples. No payment or live rental lifecycle was performed. Always follow your order's current amounts and deadlines.