



Your rental, from request to return

A one-page companion to the complete Borrower Rental Guide.

01 / BEFORE YOU REQUEST

- ☐ **Sign in and find your fit**
Use your membership email and password. Compare listing measurements, condition and photos; choose Rent and dates (minimum 4 days).
- ☐ **Review costs and submit the request**
Check rental fee, cleaning, outbound shipping and the separate refundable deposit hold. Pay rental fees; the Owner still needs to accept.

02 / AFTER THE OWNER ACCEPTS

- ☐ **Follow the deposit and delivery instructions**
Check email, Notifications and your order for deadlines. Authorize the deposit when requested; arrange pickup in the order or follow outbound tracking.
- ☐ **Receive, inspect and confirm**
Photograph all pieces before wearing. Confirm Receipt or the pickup handoff only after receiving the item. Report a problem promptly, within 24 hours.

03 / RETURN AND CLOSE OUT

- ☐ **Pack all pieces and arrange the return**
Use the original garment bag and box. Confirm the Owner's address; purchase tracked return shipping with USPS, UPS or FedEx. For pickup, agree a return handoff.
- ☐ **Drop off within 2 calendar days**
Hand the parcel to the carrier by 11:59 PM ET on the second day after your rental end date. For pickup, physically return it by the same deadline.
- ☐ **Record the carrier and tracking number**
Enter the carrier and tracking number on your order dashboard after drop-off. Save your receipt and photos; buying a label alone is not a return.
- ☐ **Check completion and deposit release**
The Owner/KC records receipt, inspects and closes the rental. Check Completed and the deposit release notice; bank timing varies. Rate your experience.

Outbound only. Return postage is your responsibility.

Checkout shipping pays for one-way delivery to you; no prepaid return label is included. The 2-calendar-day deadline is carrier drop-off, not arrival at the Owner.