OWNER GUIDE

Renting and selling your outfits on Kareena's Closet

A step-by-step guide for Owners: setting up payouts, creating listings, answering rental requests, shipping or handing off outfits, checking returns, and getting paid.

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> **Prefer one page?** The **Owner Checklist** (1-page PDF) summarizes every step. Find both documents on the How It Works page and in the website footer.

STEP 1

Choose how your closet is managed

Every listing follows one of two management models. KC Staff confirm the model with you before your listings go live.

	Owner-Managed	KC-Managed
Who lists, stores and ships	You	Kareena's Closet (Jackson Heights, NY)
Who answers requests	You, within 2 days	KC, on your behalf
Cleaning	You dry clean after each rental. The Borrower's cleaning fee ($30; $15 Children's) helps cover it.	KC dry cleans and repairs
Your gross earnings	**80%** of the rental or sale price	**60%** of the rental or sale price

Commission is calculated on the rental or sale price only, not on refundable deposits or shipping.

STEP 2

Set up your account and payout details

- Sign in at **kareenascloset.com** with your membership email and password. Use **Forgot password?** if needed.
- Open **Dashboard → Payment & Payout** and add your bank **routing number** and **account number**. Payouts are sent through Wise to this account.
- Complete your profile. For privacy, other Members see you as first name plus last initial (for example, "Seeta P.").

> Add payout details before your first rental, so your earnings can be sent without delay.

Payout timing is an estimate

Payouts can be delayed by platform maintenance or upgrades, order or claim reviews, missing bank details, or Wise and bank processing. Delayed payouts remain owed and are sent once the cause is resolved. See the Terms of Service for details.

STEP 3

Create a listing that gets approved

Go to **Dashboard → My Listings → New Listing**. Fill in each section:

- **Photos:** up to 10 images, JPG or PNG only, up to 10MB each. Lay the garment flat on a neutral background (or hang it) and smooth it out. Never include children in photos, including for children's listings.
- **Category, type and size:** pick the closest match. "One Size" is only for Accessories.
- **Measurements:** enter the ranges you can measure. Mark a measurement **N/A** if it does not apply to the item.
- **Condition and description:** be honest about wear, missing beads, alterations or stains.
- **ZIP code:** a valid 5-digit ZIP. Borrowers use it to find nearby pickup options and shipping quotes.
- **Fulfillment:** choose whether you offer **shipping**, **local pickup**, or both. You don't pick a shipping speed; the Borrower or Buyer chooses Standard Ground or Expedited 2-Day at checkout.

Review and publishing

Every listing is reviewed by KC Staff first. Staff may adjust photos to meet our standards and protect your privacy, since listings are visible to the public. Then **you review the final version** before it is published.

STEP 4

Rent, sell, or both, from one listing

Choose **Rental**, **Resale**, or **Rental & resale** and set a separate price for each. Keep **one listing per physical garment**. Don't create a second listing for the same piece; edit the existing listing to add the other offer.

> When a garment has an active or upcoming rental, it can't be bought until that rental and its return buffer are finished. This protects Borrowers who have already booked.

STEP 5

Answer rental requests within 2 days

A request reaches you only after the Borrower has paid the rental fees. You'll get an email and a notification.

- Open the order from **Dashboard → Orders** and review dates, delivery method and Borrower details.
- **Accept or decline by 11:59 PM ET on the second day.** If you don't respond, the request expires and the Borrower is refunded.
- Once accepted, the Borrower's refundable security deposit is held on their card, up to 100% of the item's value. The hold is placed about 3 days before the rental starts.

STEP 6

Manage your availability calendar

- Rentals are at least **4 days**.
- The calendar automatically blocks **7 days before** each rental (for shipping) and **14 days after** (for the return, inspection and cleaning).
- Block any dates you need the outfit yourself from the listing's availability calendar.

STEP 7

Ship or hand off the outfit

Shipping

- Checkout shipping is **one-way, outbound delivery** to the Borrower. The Borrower pays it at checkout.
- Ship with a carrier at the **speed the Borrower paid for** (Standard Ground or Expedited 2-Day), so the outfit arrives on time. If you ship late and must upgrade, the extra cost is yours.
- Pack the outfit in a garment bag and box. Enter the **carrier and tracking number** on the order page as soon as you ship.

Local pickup

- Propose a few pickup time slots in the order. The Borrower picks one.
- Confirm the handoff on the order page once the Borrower has the outfit.

Returns are the Borrower's job

Borrowers arrange and pay for **tracked return shipping** (USPS, UPS or FedEx) and drop it off **within 2 calendar days** of the rental end date. They enter the carrier and tracking number in their dashboard, so you can follow it. No prepaid return label is included.

> **No shipping reimbursement**
> The shipping fee the Borrower or Buyer pays at checkout is the only shipping amount you receive. It is calculated from the garment weight and package dimensions in your listing, so enter them accurately. Kareena's Closet does not reimburse any shipping cost above what the Borrower or Buyer paid. Packing tips: kareenascloset.com/shipping-guide

STEP 8

Check the return and file claims

- When the outfit arrives, mark it **Received** and inspect every piece **within 24 hours**.
- If something is damaged or missing, file a **damage claim** on the order with clear photos. KC reviews it, and approved costs are taken from the Borrower's deposit.
- Late returns incur a **$20 fee per day**, starting 2 days after the rental end date, deducted from the deposit.
- If everything is fine, the deposit is released and the order is completed.
- Owner-Managed: dry clean the outfit before its next rental.

STEP 9

Sales of pre-loved pieces

- All purchases are **final sale**. No security deposit is needed.
- Ship or hand off the purchase the same way as a rental, and add tracking.
- When a garment sells, any pending rental requests are canceled and those Borrowers are refunded and notified. The listing is then archived.

STEP 10

Earnings and Wise payouts

- Your earnings are credited to your ledger once the order is completed.
- Payouts are sent to your bank through **Wise**. Wise deducts a small transfer fee, so the deposit in your bank is the net amount. The exact fee is itemized in your payout email.
- Track every payout under **Dashboard → Payment & Payout**, including status and history.

Example: $200 rental, Owner-Managed	
Rental price	$200.00
Your gross earnings (80%)	$160.00
Wise transfer fee (example)	− $3.00
Deposited in your bank	**$157.00**

Fictional example; actual Wise fees vary and are shown in each payout email.

STEP 11

Quick checklist

☐ Payout bank details added

☐ Listing photos flat-laid or hung, no children

☐ Measurements filled in or marked N/A

☐ Rent, sell or both set on one listing

☐ Request answered within 2 days

☐ Shipped at the paid speed with tracking, or pickup confirmed

☐ Return inspected within 24 hours

☐ Payout status checked in your dashboard

> Questions? Email **info@kareenascloset.com**. We're happy to help.