KAREENA'S CLOSET

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.

Packing and shipping are part of the job. Read the Packing & Shipping Guide before your first shipment — how to pack, weigh, and ship South Asian formalwear.

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.
- Shipping weight and package size: enter your best estimate of the packed weight and box dimensions. These set what the Borrower or Buyer pays at checkout.

> Not sure what to weigh or how to pack it? How to weigh and measure your package in the Packing & Shipping Guide.

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.

Those buffers exist so you have time to pack and ship. Packing steps: Packing & Shipping Guide.

Before you accept

Check three things: you can ship or hand off before the start date; the outfit is clean, complete and free of damage; and your listing's weight and package size are accurate, because they set the Borrower's shipping cost. Weighing help: How to weigh and measure your package.

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.

Pack and ship it right: Packing & Shipping Guide — packing, wrapping, and carrier options.

Weighing and measuring the box: How to weigh and measure your package.

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 and weighing help: kareenascloset.com/shipping-guide

Once you enter the carrier and tracking number, the Borrower can follow the delivery from their order page.

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. Packing tips: Packing & Shipping Guide.
- 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
- ☐ Weight and package size entered accurately
- ☐ Rent, sell or both set on one listing
- ☐ Request answered within 2 days
- ☐ Shipped at the paid speed with tracking entered the same day, or pickup confirmed
- ☐ Return inspected within 24 hours
- ☐ Payout status checked in your dashboard
- ☐ Packing and shipping reviewed: Packing & Shipping Guide (incl. how to weigh and measure your package)

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

Keep these pages handy

Packing & Shipping Guide · FAQs · How It Works · Terms of Service

Where to find it

Payout details: Dashboard → Payment & Payout · Listings: Dashboard → My Listings · Orders: Dashboard → Orders · Availability: the listing's availability calendar