



ReWed

Online Wedding Resale Platform

FAQs

1. What is ReWed?

- ReWed is an online platform where you can sell or buy wedding items.
- ReWed aims to save you time & money browsing various large sites with non-tailored wedding items.
- ReWed is committed to sustainability and lowering human carbon footprint.

2. How do I sell on ReWed?

- Create a Seller Account
 - i. **Check your SPAM folder** for an email containing your username, which is usually a string of names and numbers (e.g. **username12334**)
 1. Use the username and the password you create to login to your Seller's account
 - a. If you forget your password, email us from the email address associated with your Seller's account, and we'll email you a temporary password
- Link your PayPal account to your Seller Account, so you can get paid. **Your PayPal email needs to match your Seller account's email address**
 - i. If you wish to get paid via Venmo, please email us your Venmo info at rewed2024@gmail.com, subject line: *"Use Venmo for ReWed Seller"*
- **Remember: Sellers are responsible for shipping fees**

3. How much do Sellers get paid?

- Sellers receive 80% of their sale profit.
- ReWed receives 20% commission.

4. When do I get paid as a Seller?

As soon as a buyer purchases an item, Sellers receive an email notification.

Sellers are responsible to prepare a shipping label and ship the item.

Once Sellers ship the item, they need to mark the order in the Seller Account as "fulfilled".

Once the shipment has been made, Sellers will receive their payment within 3-5 business days.



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5. What are my responsibilities as a Seller?

- To be over the age of 18.
- To update inventory of the items based on availability.
- To clearly label damaged items.
- To ship purchased products within 3 business days of Buyer(s) placing an order.
- To adhere to any tax laws that may apply in your jurisdiction. *Please consult an accountant if you have any tax-related questions.*
- To pay for the shipping costs.
- To mark in your Seller Account the shipments as “fulfilled”

6. What can I sell on ReWed?

ReWed is a platform tailored to any kind of wedding items, attire and non-perishable wedding goods. Any items that deem not to be related to wedding celebrations, violate any laws, or infringe on intellectual property are prohibited from being listed and will be removed from the platform. The Seller’s account will be blocked.

7. What happens if my items are sold somewhere else and I forgot to update my inventory on ReWed?

Please contact rewed2024@gmail.com.

Refund within 3-5 business days the Buyer any payments you may have accepted.

8. I am a Buyer and I did not receive my order

Please contact rewed2024@gmail.com.

Generally, we ask that Sellers and Buyers resolve issues relating to unfulfilled orders. However, ReWed is happy to facilitate the communication as we put our users first and we want everyone to have a pleasant experience on our platform.

9. What is ReWed’s return policy?

Because ReWed is a wedding resale platform **we do not offer returns or exchanges**. The Seller and Buyer interact amongst each other and ReWed has no control over the inventory, quality, quantity, etc. of the items listed by the Seller. If a Buyer encounters an issue and seeks refund, return, or exchange, ReWed is happy to facilitate the communication between the Buyer and the Seller; however, we do not guarantee that the Seller would agree to a return/exchange/refund.

10. Tips for selling your items fast:

- Upload clear photos of your items
- List the size of the items
- List the color of the items
- Clearly indicate if items are damaged