USER TERMS AND CONDITIONS

New version applicable from 30-04-2026

WELCOME TO VINTED! LET'S GET STARTED WITH THE BASICS

1 About you and us

Who we are. Hey there! We're Vinted Platform Limited. You can find us at 5 New Street Square, London EC4A 3TW, United Kingdom and under company number 15015234. In these Terms, Vinted, we, us and our refers to Vinted Platform Limited.

What we do. We own and manage websites, applications and other platforms (altogether, our Site) where we provide the following Services:

- Hosting, where we act as an intermediary between Buyers and Sellers - we don't buy or sell Items on the Catalogue and aren't a party to any Transactions,
- Buyer Protection, which is applied for a fee in every Transaction and which ensures their payments are made safely and allows to get a refund if their Item is lost, damaged or significantly not as described with the assistance of our customer support team, and
- other optional services for our Buyers and Sellers which are described below.

We are responsible for the Services we provide, within the limits of applicable laws and our commitments, and under the conditions set out in these Terms.

About you and our Users. You are one of our Users who:

- is at least 18 years old,
- has an Account,
- uses our Services for your personal benefit only and not for any professional purposes (unless you are buying as a Pro Seller),
- has the capacity and rights to be able to carry out Transactions on the Site, and
- agrees to these Terms and the Catalogue Rules.

The Site is intended for use by persons who are over 18 years old. If you are a parent or a guardian of a minor who is younger than 18 years old, you may decide to create an Account for the minor. By doing so, you accept these Terms on behalf of such a minor and you take full responsibility for the minor's use of the Site (including, when requested, any regulatory compliance verification or check) and acknowledge that the Site is intended for persons who are over 18 years old.

Your choice to buy and sell. Users can be:

- a Seller, who lists goods and items to sell (each, an Item) on an electronic catalogue on our Site (the Catalogue), and/or

- a Buyer, who can view, search and buy an Item or multiple Items as part of a bundle on the Catalogue by clicking the buying button, providing their payment details and clicking the "Pay" button (a Transaction).

Buying from Pro Sellers. Depending on which country you are registered in, you could buy an Item from a professional seller who is identified by the "Pro" tag next to their name and Item they're selling (a Pro Seller). That transaction will be governed by our Vinted Pro Terms and Conditions, which you will need to read and accept before each purchase from a Pro Seller. European consumer protection laws apply for all transactions with Pro Sellers – have a look here for more information about Vinted Pro.

International Transactions. We may enable Users to engage in cross-border transactions. This means that:

- As a Buyer: The Terms of your country of registration shall apply to the contractual relationship between you and the Seller. Any additional costs (including customs tax, import VAT, or other charges) will be shown at checkout.
- As a Seller: Your Items may be visible to Buyers located in countries other than your country of registration. While your listings remain governed by these Terms, if you make a cross-border Transaction you are responsible for complying with the Terms, laws and regulations of the Buyer's country of registration, including product safety, intellectual property, customs, and tax requirements. Some Items are not allowed to be listed in some markets, so you can check our International Transactions Policy for more details.

Where goods are shipped internationally, we may, at our discretion, arrange for a third party to act as the Importer of Record (IOR) on behalf of you as a Buyer. By purchasing goods through Vinted, you acknowledge and agree to the following:

- Authorization: You authorize Vinted or its designated third party to act as the Importer of Record for the purpose of customs clearance and compliance with applicable import laws and regulations in the destination country.
- Responsibility: While we may facilitate the importation process, you as a Buyer remain ultimately responsible for ensuring that the goods comply with all applicable laws, regulations, and import restrictions in the destination country.
- Customs Duties and Taxes: You agree to pay any applicable customs duties, taxes, and fees associated with the importation of goods. Where Vinted is considered as a deemed supplier as per UK legislation, we will collect and remit UK VAT. In all other cases, Seller is responsible for UK VAT. When we collect tax, it will be included in the checkout. Vinted has a right to update tax calculation rules, including tax rates, if applicable law changes.
- Documentation: Vinted or its appointed agent may prepare and submit import documentation on behalf of you as a Buyer. You agree to provide any necessary information or documentation required to complete the import process.

- Limitations: Vinted does not guarantee the successful importation of goods and shall not be liable for any delays, refusals, or seizures by customs authorities. You as a buyer assume all risks associated with international shipping and importation.

Vinted is not liable for any non-compliance with your obligations for cross-border Transactions. Sellers and Buyers are responsible for complying with laws applicable to the purchase, sale, international shipping, including export and import laws.

More details for cross-border transactions are available in the International Transactions Policy, which forms part of these Terms.

2 About these Terms

About these Terms. These Terms and Conditions (the Terms) are a legal agreement between you and us and govern your use of our Site and Services. You agree to these Terms if you click the button indicating your acceptance when you register for a personal Vinted account (an Account) or when we notify you of updates to these Terms.

What bold words mean. If you see a capitalised term in bold, that's a defined term and we've provided you with the definition of what it means.

About Catalogue Rules. The rules for the Catalogue, including what Items you may list (the Catalogue Rules), form the essential part of these Terms. It might happen though that something in these Terms contradicts something we say in the Catalogue Rules. Then what we say in the Catalogue Rules will take precedence over these Terms.

Other important information. We provide links to important and other helpful information in these Terms, including our Help Centre where you'll find answers to some of the most frequently asked questions from our Users. But if you can't find what you're looking for on our Help Centre (which we update regularly), please reach out to us by any method described below.

3 Some ways you can contact us

To report issues. If you find out that another User has done something illegal, violated someone else's rights or breached these Terms, you can notify us by:

- following the reporting procedure described here, or
- filling out this form if you're specifically reporting illegal Items (such as Items that infringe intellectual property rights).

We'll try to help the affected party and will cooperate with local authorities if required.

To raise a dispute with us. We hope you enjoy using our Services, but if there's a disagreement between you and us, please let us know by completing our dispute form so we can try to resolve the issue as quickly as we can.

For other questions. To send us a question or a notice, you can email us at these addresses.

For questions or requests authorities can reach us out at the address included here.

WHAT ALL OUR USERS SHOULD KNOW

4 Becoming our User

How to create an Account. To create your Account and keep it secure, you'll need to provide us your email and choose a unique username and password. You will need to verify your email within 7 days, otherwise your Account will not be created. Disposable emails, email aliases or masked emails can't be used to create your Account.

Verification and security actions. During the Account registration process, and at any time during your use of our Services, we might ask you to:

- help us verify information on your Account (like your phone number, email or payment method),
- provide additional relevant information,
- remedy any incorrect or incomplete information on your Account, or
- answer security questions.

By this we verify that you are the person accessing your account and/or making transactions on the Site. These requests will be proportionate to the security concern we're trying to resolve. If the information you provide is incomplete or incorrect, or if you don't cooperate with our requests, we may either not create your Account, take corrective measures or block your Account as described further below.

Account restrictions. You're allowed to have only one Account. But, if we block your original Account because someone unlawfully took it over, you can create a new Account for yourself. You can also have one Account and one Pro Seller account at the same time (if Vinted Pro is available in your country), but they must have different emails associated with them and be clearly separate accounts.

Promotions. We might notify you about special offers, competitions, games or other kinds of promotions for some or all of our Users (a Promotion), depending on eligibility requirements we set. Certain features or functionalities of the Site may be temporarily altered or unavailable during a Promotion.

Third party websites and content. Certain features on our Site use tools and services that are provided by third parties and are governed by their terms and conditions. We'll provide you with a link to that third party's terms and conditions so you can review and accept their agreement before using these features.

How we'll present information. To provide our Users with the best experience, we may reorganise the Catalogue, advertising spaces or other information on the Site. These changes won't affect Content you

provide or our obligations under these Terms. More information about how to retrieve information about advertisements can be found here.

5 Using information you share with us

How we use your personal data. We will process your personal data to fulfil our obligations and rights under these Terms and provide you with our Services. Please read our Privacy Policy for more information about how we collect, store, use and protect your personal data. We put a lot of effort to protect your personal data, but even the strongest security measures can't always shield against cyberattacks and guarantee that unauthorised third parties won't find a way to access or affect your personal data. Therefore please consider what personal data or other information you provide us with as it is at your own risk.

How we can use your Content. Your Content comprises any content (including but not limited to listings photographs, videos, descriptions) that you upload, submit or provide when using our Services.

By uploading your Content, you all grant us and all companies within our group (Vinted Affiliates) a worldwide, non-exclusive, royalty-free (i.e. free of any payments by us to you), perpetual (or during the applicable rights' duration), transferable, sub-licenceable licence to use your Content. This licence allows us to: (i) use, reproduce, process, analyse, translate, copy, display, modify, create derivative works from Content; (ii) adapt Content for various purposes, including operational, commercial, marketing and promotional, and for development and improvement of artificial intelligence (AI) and machine learning models, algorithms to improve our Services and products; (iii) display Content across various digital platforms and media (known or unknown) i.e. in banners and articles, on other websites and on social networks like Facebook, TikTok, Instagram.

Opt-out of Marketing Use - you may choose to stop featuring your Content for marketing campaigns at any time by adjusting this in your Account settings.

6 What you must and must not do

You must. We want to provide our Services in a safe, trusted and secure environment for all Users browsing the Site, but a User's actions and behaviour can negatively impact this objective. To allow us to achieve a safe and secure environment, you agree to do the following when you use our Site and Services:

- comply with these Terms and applicable laws,
- provide us with truthful, accurate and up-to-date information about yourself and immediately update your Account if your information changes (like your home address),
- keep your Account login details and password confidential and tell us if you think someone might have unlawfully taken over your Account,
- only share information from the Site with third parties, including on social media, if allowed by the Site's "Share" button, and

- remain responsible for and have all rights to your Content.

You must not. When creating an Account or using the Site or Services, you agree you will not:

- do anything illegal, unethical, contrary to public security or that infringes our or someone else's rights (like their privacy, confidential information or intellectual property),
- use any kind of external software tools (including but not limited to: bots, scraping programs, crawling programs, spiders) when registering on the Site and/or when using the Site and/or Services (including but not limited to: for the purpose of promoting Items, adding Items to favourite), unless such a use is authorised, offered or in any other way allowed by us,
- use any external software tool that could disrupt the normal operation of the Site or Services or infect or damage another User's computer,
- adapt, copy, edit, distribute or commercialise any content on the Site without our prior written consent,
- data mine, screen scrape, crawl, disassemble, decompile or reverse engineer any part of the Site,
- publish Content that praises, promotes, encourages or incites terrorism, racism, revisionism, xenophobia, homophobia, sexism, hate speech, discrimination, human trafficking, organized crime, illegal organizations, self-injury, suicide, torture, cruelty to animals, apology of war crimes, sexual exploitation of children and/or adults, cults or other unlawful content,
- delete and re-list the same Item multiple times or multiple Items in bulk,
- collect, hold or disclose information you obtained illegally that relates to other Users, their Content or their actions on the Site, or any information appearing on our Site if it might affect the rights of other Users,
- promote other websites or companies via advertisements on our Site.

You can check more on our community standards here.

7 Our rights to handle concerns

Taking corrective actions. If we find out you're doing something that's against the rules described in these Terms or obviously unlawful, we might apply any of the corrective actions listed below:

- send you a warning message that you need to follow these Terms,
- remove or automatically correct your Items in the Catalogue,
- demote, hide or remove your Content from the Site,
- hide private messages you sent so your intended recipient can't see them,
- restrict your Account by blocking your access to certain features (like sending private messages or limiting visibility of your Items to other Users), or
- notify local authorities about your activity if there's a threat to someone's life or safety.

You can check here to find more information about hiding or removing the listings.

Blocking your Account. We might block your Account temporarily or definitively if:

- we took a corrective action listed above and you continue to repeatedly breach these Terms,
- you commit a serious breach of these Terms, meaning:
    - you provide us with incorrect, false or misleading information on your Account or fail to keep your information up to date,
    - you don't cooperate with us when we try to verify information you provide on your Account,
    - you abuse the Site's functionalities, or
- one of the scenarios described below: *Suspicions identified by a Vinted Wallet Provider or Payment Processor, Issues with Transactions, Safety and legal concerns, Minors or Security threats, or Major Provider Transitions* occur.

And when we say we will "block" your Account, this means:

- you won't be able to use the Site except to contact our customer support team (Customer Support),
- your Items will be delisted from the Site and taken off from the Catalogue,
- we won't refund you for any Seller Services you bought from us and may still be using,
- you can complete any pending Transactions and Payouts, but if your Account is blocked because of security or fraud concerns raised by a Vinted Wallet Provider, because your Account has been compromised or because it is objectively necessary to protect the legitimate interests and rights of everyone involved in a Transaction the following consequences may occur:
    - your pending Transactions might be cancelled and all the fees paid by the Buyers would be refunded to the Buyers, and/or
    - your ability to make a Payout might be restricted,
- we may reject your compensation claim (if the reason for blocking was because of your fraudulent or other unlawful activity and/or abusing our compensation policies),
- we may prevent you from creating a new Account on the Site.

You can check here to find more information on blocking.

Using automated means and acting upon the notification from the authorities. We may sometimes use automated software or algorithms to detect and take the corrective actions listed above or block your Account and we may also act after being duly notified by the competent Authorities.

Corrective actions or blocking will be proportionate. Just to clarify, any of the actions described above will be proportionate to your violation and will take your interests into account.

Statement of reasons. If we take a corrective action listed above or block your Account, we'll let you know:

- our reasons for doing so,

- the restriction we'll apply to your Content or your Account,
- the facts and legal grounds we relied on to make our decision,
- information about using automated means to make our decision, and
- information about what recourse you have (described in more detail in the section below 'Your option for recourse').

However, we won't provide you with this information if doing so would violate the law or direction of a legal authority, disrupt a fraud investigation or enable fraud to continue or be considered a serious breach of these Terms or a Vinted Wallet Provider's terms and conditions.

Taking corrective action or blocking without a prior notice. We can take corrective actions or block your Account without notifying you reasonably in advance if one of the below scenarios occurs. We'll only provide you with a statement of reasons at the time we take action:

- *Suspicions identified by a Vinted Wallet Provider or Payment Processor*: a Vinted Wallet Provider or Payment Processor reports a suspicion to us that you violated the law, breached their terms and conditions or misused the Site when using their payment and/or wallet services (including illegal sales on the Site, money laundering, terrorist financing, scamming, identity theft or use of false documents).
- *Issues with Transactions*: you start a dispute resolution procedure about a Transaction through a Payment Processor and there are objective and legitimate reasons to believe that, in this context, you violated the law, breached these Terms or misused the Site.
- *Safety and legal concerns*: your Content or use of the Services violates the law, regulations or rules of public security or is likely to have serious consequences for the health, safety or legitimate economic interests of us, other Users, Pro Sellers or third parties. This might be:
    - uploading Content that condones crimes against humanity, incites racial hatred or violence, concerns child pornography or other sexual harassment or seriously threatens other Users,
    - committing identity theft or any other type of fraud,
    - using external software tools when registering on the Site and/or when using the Site and/or Services contrary to these Terms, or
    - misusing the Site in a way that puts the safety of other Users or security of the Site at risk (such as logging in from suspicious IP addresses, scamming or spamming other Users). We'll conduct a fraud investigation and seriously examine any claims you made.
- *Minors*: if you have created an Account on your own and you are a minor.
- *The law prohibits us*: notifying you in advance would violate a law, regulation or direction of a legal enforcement authority, or could put us or Vinted Affiliates at risk.
- *Security threats*: there's a threat to the security or smooth operation of our IT system.
- *Repeated or serious breaches*: you commit a serious or repeated breach of these Terms.

Your options for recourse. You can challenge our decision to take any corrective action by:

- submitting an appeal through our system. To do this, click the link in the statement of reasons we sent you (if we blocked your Account or took a corrective action listed above) or other communication we sent you (if you had notified us about a non-compliant Content or Account). We'll review your appeal as soon as we can under the supervision of qualified staff, or
- bringing an action before national courts under applicable laws.

8 How to set up a Vinted Wallet (Vinted Balance)

About Vinted Wallets. You can create a Vinted Wallet, which is an electronic wallet available on the Site. You can use your Vinted Wallet to:

- receive and store funds for an Item you sell,
- buy an Item from another User using funds in the Vinted Wallet (if this payment method is available on the checkout page),
- transfer funds from your Vinted Wallet to your personal bank account (a Payout), or
- purchase optional Services available to Buyers and Sellers.

Who needs one? Any User can set up a Vinted Wallet following the steps below. If you're a Seller, you'll need to create a Vinted Wallet within 5 calendar days of making your first sale.

How they're provided. Vinted Wallets is a payment service which can be provided by one of our regulated third-party payment service providers (a Vinted Wallet Provider), which includes:

- MANGOPAY SA, a licensed electronic money institution in Luxembourg which is regulated by the Commission de Surveillance du Secteur Financier of Luxembourg,
- MANGOPAY U.K. Limited, a licensed electronic money institution in the UK. We will notify you in advance of any change to the MANGOPAY group company acting as VINTED's payment service provider in the UK,
- ADYEN N.V., a licensed bank in the Netherlands which is regulated by the Central Bank of the Netherlands (De Nederlandsche Bank),
- Vinted Pay Limited, a licensed electronic money institution in the UK which is regulated by the Financial Conduct Authority.

If we need to change the Vinted Wallet Provider for your country, for example, due to the termination of an agreement with one of the payment service providers listed above, we will inform you in advance and let you know which Vinted Wallet Provider will be providing services to you, and request your consent to any additional actions required to facilitate the transition (if needed).

How to open a Vinted Wallet. To request to open a Vinted Wallet, simply go to your Account and:

- go to "Profile", select "Balance" and then press "Activate Balance",

- if you don't open a wallet earlier, you will be asked to do so within 5 calendar days of making your first sale, otherwise you will not be able to ship the sold item and the Transaction will be cancelled,
- provide us with your real, full name and address, otherwise you might not be able to create a Vinted Wallet (in case of made up name or random text). Depending on the Vinted Wallet Provider, you may be also required to provide the following: either your date of birth or personal code, address, nationality, phone number, and/or bank details (if applicable) (see here for more information), and
- agree to the Vinted Wallet Provider's terms and conditions and acknowledge their privacy policy (we'll provide you with a link to these in the wallet opening form). The terms of your Vinted Wallet Provider govern your use of the Vinted Wallet, including when your Vinted Wallet may be considered inactive and any measures that may apply.

KYC Checks. Vinted Wallet Providers require you to complete the "Know Your Customer" procedure (KYC Checks). KYC is a procedure based on anti-money laundering and terrorist financing regulations that require Vinted Wallet Providers to verify your identity and suitability for the use of a Vinted Wallet (see here for more information). The initial check is done during the opening of a Vinted Wallet as described above in the "How to open a Vinted Wallet" section. Vinted Wallet Providers may require you to complete additional KYC Checks (or may obtain such data from official state registers) and depending on their internal procedures and applicable laws you may need to provide a copy of your passport, driver's licence, bank statement and/or proof of residency in the following cases:

- you reached a certain threshold, e.g. of the total value of Transactions you made or total amount of Payouts you made using your Vinted Wallet, or a certain sole threshold, etc. - these thresholds depend on which Vinted Wallet Provider is providing services to you (see here for more information),
- at any point after you opened a Vinted Wallet if the Vinted Wallet Provider is required by applicable laws, its internal procedures and rules, or suspects that your Vinted Wallet is connected to fraudulent, suspicious or illegal activity.

If you fail a KYC Check. If you fail a KYC Check or don't complete one during your initial request to open a Vinted Wallet, then you won't be able to open a Vinted Wallet. If this happens at any point during your use of a Vinted Wallet, your Vinted Wallet will be suspended and you might not be able to make purchases with funds in the Vinted Wallet or make a Payout (you can find more details about Payouts further below). These limitations to your Wallet can be also applied by the Vinted Wallet Provider in cases where it suspects that you are connected to fraudulent, suspicious or illegal activity.

How to make a Payout. You can request a Vinted Wallet Provider to make a Payout by going to "Settings" in your Account and adding your bank account number, full name and billing address. You can only make a Payout in your local currency and within your home country. Making a Payout in another currency or outside of your home country is not allowed.

It is your sole responsibility as a User to ensure that you provide up to date and accurate bank details. Vinted does not accept any liability for any unsuccessful Payouts as a result of you (without limitation): providing incorrect bank details and/or withdrawing money to a closed or non-existent bank account.

9 How to make payments

How to pay on our Site. We aim to make paying for Items or purchasing our Services as easy as possible. You can make a payment using:

- your Vinted Wallet - if you have funds in the Vinted Wallet, it will be used automatically as the primary payment method (unless this payment method is not provided on the checkout page) and if you don't have enough funds to complete your purchase, you can pay the rest with a different payment method,
- your credit card or debit card, or
- another payment method we might introduce on our Site.

In some cases, certain payment methods might not be available (e.g., international Transactions), and you will see all available options during checkout.

Processing your payment. We use authorised third party payment service providers (Payment Processors) to:

- process online payments for the purchase of Items or optionalServices on our Site
- process Payouts from your Vinted Wallet, or
- in certain cases provide Vinted Wallet services too (act as Vinted Wallet Provider).

We also contract with third party providers to store your payment method information. We'll provide you with help so you can use your Vinted Wallet and our Payment Processors, but we don't handle your payments ourselves.

Holding money securely. If you buy an Item, all money you pay will go into a separate Escrow account that's safely controlled by a Vinted Wallet Provider until the Transaction is completed. Then, the Item price and any shipping costs you have paid besides Prepaid Shipping fees will be released to the Seller's Vinted Wallet and the Buyer Protection fees paid will be released to us.

Safety & security. Please ensure that your payment details are accurate so that payments made on our Site are safe and secure. Otherwise, your payment might be cancelled or you may be required to prove a payment method is yours or that you authorised a payment, if the automated software systems think it was stolen.

To keep your payments secure, you might be required to complete Strong Customer Authentication (SCA) in accordance with applicable laws. If SCA is required, you will be asked to confirm your identity using additional security steps. If authentication cannot be completed, the transaction or other action where this

verification was required (accessing your Vinted wallet, etc.) may be declined for security reasons (see here for more information).

To prevent fraud and comply with applicable legislation, Vinted Wallet Providers may confirm that the bank account you added matches the details you provided in your Vinted Balance (see here for more information).

Currency Conversion. We also have a Currency Conversion service that's provided by our Payment Processors or Vinted Wallet Provider and allows a Buyer to pay for an Item in their local currency when it's sold in a different currency. This service is offered in specific countries as identified here. If Currency Conversion is available in the country where you are registered in, a fee of either 1.2% or 3% of the Item price will be applied by the Payment Processor or Vinted Wallet Provider, depending on the currencies used.

10 Sending messages & leaving reviews

Private messages. You can send a private message to other Users to exchange information about an Item. You must not send a private message to another User for any other reason, especially:

- advertisements,
- malware,
- unsolicited or mass messages that are sent to 5 or more Users, and
- messages that are or could be considered illegal, obscene, harmful, unethical, threatening to public security, inappropriate or in any way incompatible with the best interests of Vinted and our Users.

Leaving a review. After a Transaction is complete, you can choose to write and publish a review about the Transaction and other User on our Site. All reviews you publish must be fair and genuine and shall be in line with our Feedback Policy. Please also be aware that we won't compensate you in any form for leaving a review and we don't review or verify reviews before they're published on our Site.

11 Ending our relationship

You can end our relationship. You can end your relationship with Vinted and stop your use of our Services at any time and free of charge by deleting your Account or emailing us at these addresses.

Or we can. We can also end these Terms at any time and for any reason by giving you 15 days' prior written notice.

What happens then. These Terms will apply until any pending Transactions and Payouts are completed.

READY TO MAKE SOME MONEY?

12 Selling an Item on Vinted

What you can sell. You must have the right to transfer ownership of an Item to a Buyer. The Item you want to sell must also:

- comply with the Catalogue Rules,
- comply with restrictions and requirements of Payment Processor's prohibited items, if applicable. See here to learn if such requirements are applicable in your country, and
- not be something you originally purchased in bulk or as a dropship product (as in, you don't physically have the Item) with a low resale value.

Listing an Item for sale. To list an Item for sale on the Site, you will need to take and upload a photo and write a description (neither can be taken from the internet) of the Item that accurately reflects its quality and appearance (including any defects or alterations). Have a look here for examples about what information you might be asked to provide. Once your Item is listed on the Catalogue and published on the Site, this means you officially put forward an offer for sale which can be accepted by a Buyer.

Buyer's choice. If a Buyer proposes a new price for an Item as a counteroffer, the Item is not considered sold if you accept their counteroffer. A Buyer always has the option not to buy your Item after your acceptance of the counteroffer. Your Item is sold after a Buyer buys it by clicking the buying button and their payment is accepted.

Withdrawing your listing. You can withdraw a listing at any time before a Buyer purchases the Item.

How we rank & recommend info. We use automation tools to understand, rank and recommend relevant information to Users browsing our Site. More information about how we use automation to recommend certain information on the "Vinted feed" is on our Help Centre.

READY TO SHOP?

13 Buying an Item

How to buy an Item. To purchase an Item from the Catalogue, you will need to:

- click the buying button,
- select a payment method and delivery option, and
- click the paying button on the checkout page.

How much you'll pay. For every Transaction, you will pay the following fees that will be held in Escrow:

- Item price,
- Shipping fee,
- Buyer Protection fee (click here to see how we calculate it), and, if applicable
- fees for optional services.

What happens next? We'll receive updates from the carrier and will notify you when the Item should have been delivered (or if the Item appears to be lost). Read more on the process in the chapter below.

If you buy an Item outside of our Site. If you buy an Item offline or outside of our Site, we are not responsible for that transaction. That purchase is made at your own risk and will not be covered by any protections we offer for Transactions made on our Site.

14 Buyer Protection

Purpose of Buyer Protection. Buyer Protection provides you with a refund policy if an Item is lost, damaged or significantly not as described. Customer Support will assist you during this process and follow our Refund Policy. Your payment will be held in Escrow until the Transaction is marked as completed. As a heads up, Buyer Protection is not an insurance or a legal protection service and is in addition to all other legal rights or guarantees you have. Buyer Protection is mandatorily applied for a fee and for each purchase made using the buying button.

Refund policy. You can claim for a refund for an Item if it's:

- confirmed as lost or damaged during shipping,
- significantly not as described, which means there's a significant difference between the Item you received and its description or photo on the Catalogue, such as a different size, colour, or severe damage (like stains, smells or holes), or the Item was missing from a bundle (SNAD), or
- a SNAD counterfeit.

If there are any issues with the Item. You must report the issue under our Buyer Protection policy to us by clicking the "I have an issue" button in your private message screen within 2 calendar days from our notice that the Item has been delivered or it seems lost (the Refund Request Period). This will suspend the Transaction and all money for it will continue to be held in Escrow until the issue is resolved. If you don't report an issue to us within the Refund Request Period, the Transaction will automatically be marked as completed.

Handling a SNAD Item (except SNAD counterfeit Items). We suggest discussing with the Seller first to explain what issue you're experiencing so you and the Seller can agree on a resolution you're both happy with. But if you're unable to reach a solution, you can escalate the issue to us. If you claim an Item is SNAD within the Refund Request Period, we'll notify the Seller about this. The Seller can either:

- not require you to return the Item to them and grant your refund, or
- require you to return the Item to them within 5 business days (unless communicated or agreed otherwise) in order to receive a refund. You're responsible for return shipping costs unless agreed otherwise with the Seller, and we'll notify the Seller once they should have received the Item or if it appears to be lost. From the time we notify the Seller, they'll have 2 days to confirm they have the Item and everything is ok (at which point you'll receive your

refund) or report an issue (in which case your money will still be kept safe in Escrow until the issue is resolved). If the Buyer purchased Items as part of a bundle they can return only the SNAD Item(s) out of the bundle.

If the Seller doesn't take one of the above actions within 14 days of you reporting the issue, or if you or the Seller report an issue to us at any point during this process, Customer Support will make the final decision on whether an Item is SNAD.

Handling a SNAD counterfeit Item. If you claim an Item is a SNAD counterfeit within the Refund Request Period, we'll investigate the issue and reach out to you and the Seller and obtain information from both sides in order to make an objective decision.

- If the Item's authenticity is not doubted, then we'll complete the Transaction and the money in Escrow will be released to the Seller minus the Buyer Protection fees which will be released to us.
- If there's not enough information for us to determine whether the Item is a SNAD counterfeit or not, then we'll deem the case as ambiguous and cancel the Transaction, refund you as described in the table below and require you to return the Item to the Seller and pay for return shipping costs (unless otherwise agreed with the Seller).
- If there's strong evidence the Item is a SNAD counterfeit, then we'll notify the Seller. They'll have 24 hours to provide us with evidence that the Item is authentic. If they can't or don't provide this, we'll cancel the Transaction and you won't need to return the Item to the Seller in order to get a refund as described in the table below.

If an issue is escalated to us. We'll review your case and may ask you and the Seller to provide us with information and evidence to inform the objective decision about whether your case is eligible for a refund under our Refund Policy. You and the Seller agree to respect the final decision.

Why you wouldn't get a refund. You won't be able to receive a refund if you:

- report an issue that an Item is SNAD but it's determined as not a SNAD,
- have already confirmed that everything was ok with the Item when you received it,
- didn't report the issue to us within the Refund Request Period,
- didn't provide Customer Support with proof an Item was damaged or SNAD within timelines communicated to you,
- used, washed or changed the Item in some way before you returned it, or
- are under investigation because you're suspected of abusing or misusing the Buyer Protection by claiming the refund.

What type of refund you can get. You can get a refund for certain fees paid as described in the table below:

What you're returning	Type of fee	Refund
A single Item (not part of a bundle)	Buyer Protection fee	Full refund
	Item price	Full refund
	Prepaid Shipping fee	Full refund
	Return shipping costs	• If you pay for return shipping, the return shipping costs will be deducted from your refund • If the parcel is lost or damaged, you won't be charged for return shipping costs
Individual SNAD item(s) that were part of a bundle (but you are not returning the whole bundle)	Buyer Protection fee	The Buyer Protection fee will be recalculated based on the Item(s) you're keeping from the bundle, and you'll get a refund for the difference between the Buyer Protection fee you initially paid and the recalculated fee. Please see more information about this here.
	Item price	Full refund

	Prepaid Shipping fee	Full refund
	Return shipping costs	• If you pay for return shipping, the return shipping costs will be deducted from your refund. • If the parcel is lost or damaged, you won't be charged for return shipping costs.
The whole bundle of Items* **For SNAD counterfeits there is no need to return the counterfeit Item. To get a refund, only return the Items of the bundle that are deemed authentic*	Buyer Protection fee	Full refund
	Item price	Full refund
	Prepaid Shipping fee	Full refund
	Return shipping costs	• If you pay for return shipping, the return shipping costs will be deducted from your refund • If the parcel is lost or damaged, you won't be charged for return shipping costs

Optional services	Item Verification fee	Full refund
	Electronics Verification fee	Full refund
For all of the above situations for international Transactions	Customs tax and import VAT (payable by the Buyer)	Full refund

WHAT ELSE DO WE OFFER?

15 Optional services for Sellers

Seller Services. Sellers can choose to buy other optional services described on the Help Centre for additional fees (Seller Services). Have a look at the section above called “How to make payments” for information on how you can purchase Seller Services. Each Seller Service is a single-use automated service and is not transferable from one Item to another or between Users. We’ll tell you how much a particular Seller Service costs and how long you can use it before you buy it. We’ll also send you a confirmation of your purchase to your email address.

16 Optional verification services for Buyers

Verification Services. We offer the following paid optional Verification Services for Buyers in certain countries where it’s available:

- Item Verification Service: For eligible Items (excluding electronics) we will use all commercially reasonable efforts to confirm the Item’s authenticity based on objective criteria, including our brand knowledge and information available to us. Find out more information about Item Verification, if your Item is eligible and whether it’s available in your country here.
- Electronics Verification Service: For specific items listed in the electronics category we check the Item's attributes, condition, functionality and authenticity based on objective criteria, including brand knowledge and information available to us. Find out more information about Electronics Verification, if your Item is eligible and whether it’s available in your country here.

These services are optional for Buyers and offered separately in addition to our Buyer Protection service. The Buyer and the Seller will be informed of the progress of the verification process through private messages on the Site.

How it works. Verification Services can only be purchased for a single eligible Item. We may update the eligibility criteria in the future. Eligible Items will also automatically be marked with a badge on the Catalogue. But, if a listing is modified by the Seller after it's listed, it may no longer be eligible for Verification Services.

What Buyers need to know.

- *Purchasing & process*: We'll let you know how much the chosen Verification Service costs for an Item before you pay for it (check out the "How to make payments" section for ways you can pay). If you buy a Verification Service, the Seller will send us the Item to verify it before it's shipped to you. We'll send the Item to you if it passes verification, otherwise we'll send the Item back to the Seller and the Transaction will be cancelled if it fails verification. You'll receive a refund based on the table of refund types above.
- *Returning an Item bought with Verification Service, provided that you've notified us within the Refund Request Period and:*
    - *For Item Verification:*
        - *Returning for SNAD (except counterfeit)*: If you want to return an Item because you believe it's SNAD, the Item must be sent back to us to go through another Item Verification process.
        - *Returning for SNAD counterfeit*: If you want to return an Item because it's a SNAD counterfeit:
            - if, based on the initial Item Verification conducted by us before sending the Item to you and any additional proof, there's no reason to doubt the authenticity of the Item, the Transaction will be completed and the Item price will be released to the Seller, or
            - in all other cases we'll ask you to send the Item back to our warehouse for another Item Verification. If the Item passes, we'll send it back to you and the Transaction will be completed. But if the Item fails, then the Transaction will be cancelled, we'll return the Item to the Seller and provide you a refund based on the table above.
    - *For Electronics Verification*: If you want to return an Item after you reported it to us as being SNAD (as described in the section "Buyer Protection" above), the Item must be sent back to us to go through a return check process to make sure it is the same Item that was purchased before it is returned to the Seller and cancel the Transaction. If the Item is not the same, it will be returned to you and we will release the money to the Seller.

What Sellers need to know.

- *No opting out:* You can't opt-out of allowing a Buyer to purchase Verification Services for your Item if it's eligible as these services are provided by us to the Buyer.
- *We may ask for more information*: when the claim is escalated to Vinted, if there is a reason to doubt an Item's authenticity, functionality, condition or any other attributes of the Item (which ever relevant for each of the Verification Services) we might ask you to provide additional information or evidence. We will ultimately decide whether we can verify the Item.
- *Non-compliance with Catalogue Rules*: If we discover an Item doesn't comply with the Catalogue Rules during the verification process, we might fail the Item.
- *Consequences for failing*: If the Item doesn't pass the verification process (either i) because there is reason to doubt the Item's authenticity for Item Verification; ii) because the attributes, condition, and functionality are not the same as described in the listing, or there is reason to doubt the Item's authenticity for Electronics Verification or iii) because, generally, the Item doesn't comply with the Catalogue Rules), the Transaction will be cancelled. In case the Item doesn't pass the Verification because it is considered as not authentic or because it doesn't comply with the Catalogue Rule it can no longer be listed on our Site. See more details about these restrictions here.
- *Lost or damaged Items*: If the Item gets lost or damaged while we're examining it, we'll refund the Buyer for the damaged Item and compensate the Seller for the full listing price of the Item. You can find more details about this here.

Our responsibilities for Verification Services.

- *Checking the Item*: The Verification Services will be performed with the due professional care and diligence using appropriately trained personnel. They will examine the Item based on objective criteria including their brand knowledge and the information at their disposal. Brands do not endorse and aren't associated with the Verification Services in any way. Vinted is not involved in any modification, repair, replacement, or refurbishment of the item and does not cover detection of manufacturing or safety defects.
- *Our liability*: We'll take responsibility for any harm caused by our intentional actions or serious mistakes. This includes situations where there's harm to life, body, or health, and mandatory legal obligations. If we fail to meet important contractual obligations, i.e. obligations which are essential for the proper performance of the contract and the performance of which the contractual partner can and may regularly expect, our responsibility is limited to the foreseeable damage that's typical for the agreement. Vinted, Vinted Affiliates, along with our representatives, third parties involved in the performance of services and agents, won't be held responsible beyond these limits.
- *For the Electronics Verification service* the manufacturer of the Item and the Seller are responsible for the safety of the item. If the Item you purchased or sold on Vinted was sealed, Vinted will not be liable for the loss of guarantee of conformity or commercial warranty by the manufacturer during the Electronics Verification process.

- *Removing data from the Item.* We are not responsible for (completely) removing data, including confidential and personal data or disconnecting personal accounts from the Item. We do not take any responsibility or liability for any lost data.
- *Sending Items abroad*: Sometimes you may need to send your Item to a different country for the purpose of verification. Import/export rules and procedures might apply in that situation.
- *Confiscation or destruction*: If the Item is taken from us by legal authorities or the owner of the intellectual property rights in the Item, we won't be able to return it to you (whether you're the Buyer or Seller of the Item) and will follow the legal process.
- *Unexpected events*: If something happens that's outside of our control (like a natural disaster, event of combat action (irrespective of whether war has been declared), riots, explosions, fire, floods, earthquakes or epidemics), we won't be responsible for delays or problems. We'll try to keep you updated and fix the issue as soon as we can.
- *Undeliverable Items*: If you intentionally or negligently provide an incorrect delivery (including in case of item return) address or don't accept a delivery, we may attempt redelivery to the same address. If a redelivery attempt is unsuccessful, we'll notify you about this and you'll have 30 days to provide a correct address or facilitate the delivery. If you don't confirm your preference within this timeframe, you waive your right to receive the Item under these Terms and we may dispose of, sell or repurpose the Item. We will inform you about these legal consequences in the above-mentioned notification. You are also responsible for any additional costs resulting from all failed deliveries. In case the Item cannot be delivered to the Seller, the Buyer authorises us to take the above steps and exercise the above rights on the Buyer's behalf in relation with the Seller.
- *Suspension of Verification Services:* We reserve the right to suspend/discontinue, with reasonable advance notice, the availability of the Verification Services. Where we need to make urgent changes for security, safety, legal or regulatory requirements, we may not be able to provide you with advance notice, but we will let you know as soon as we are able to.

17 Shipping

What's Prepaid Shipping. You can purchase a prepaid shipping label on the Site during your Transaction, in order for the carriers to transport and deliver the Item you purchased (Prepaid Shipping). You must use this label provided to you on the Site to send and/or return an Item within 5 business days of purchase (unless communicated or agreed otherwise), if not, the Transaction will be cancelled or completed (in case of an Item return) automatically.

How much it costs. Prepaid Shipping fees will vary depending on the parcel size, shipping route, carrier and potential discounts. You'll see how much it will cost before you checkout.

Tracking the parcel and carriers. You can track the journey status of the Item on the Site, which is based on information provided by the carrier. As far as allowed under the law, we and Vinted Go disclaim any liability if the carrier provides inaccurate, incomplete or outdated tracking information. The delivery time of

the Item will depend on the carrier used. You can find out more here about which carriers are currently available for Prepaid Shipping, but we can add, suspend or remove carriers at any time. The carriers will perform the delivery of the Item. We aren't a carrier and/or a postal service provider and don't physically handle, sort, deliver or otherwise deal with an Item purchased on the Site during the process of delivering the Item.

What you're responsible for. If you send an Item using Prepaid Shipping, you must comply with Vinted Go Packaging Rules and Forbidden Item list, which you can find here. If there's evidence that you didn't comply with these, the Terms or Catalogue Rules, you may not be eligible to receive a refund or compensation if a parcel is lost or damaged in transit.

If a parcel is lost or damaged. If there's a dispute about the loss or damage caused to an Item during transit, the information provided by Vinted Go or the carrier will be considered accurate unless you provide us with evidence to the contrary before the Transaction is completed. If an Item was packaged properly but the parcel is lost or damaged in transit:

- the Buyer may receive a refund for the damaged Item under our Refund Policy (covered by Buyer Protection), and
- the Seller may receive lost or damaged compensation on Vinted, and the amount may depend on which carrier was used (check out the Help Centre for more details).

If another method besides Prepaid Shipping is used to ship an Item purchased on the Site, the seller is responsible for lost or damaged parcels and claiming compensation from the carrier directly.

LET'S WRAP THIS UP - FINAL IMPORTANT TERMS

18 What you'll see on our Site

We own our Site. We, Vinted Affiliates and/or our licensors own all intellectual property rights to the Site, including its system, layout, software, trademarks and domain names.

Site availability. We aren't responsible for interruptions in the availability of our Site because of maintenance or any events which are beyond our reasonable control. Considering the legitimate interests of Users and if possible based on relevant factors (like the safety of the Site), we will try to:

- inform you about planned or existing availability restrictions,
- plan downtime outside of peak usage hours, and
- limit downtime for regular maintenance to a reasonable amount consistent with market standards.

19 What you and we are responsible for

What you're responsible for. When using our Site and Services, you are responsible for:

- your Content and any actions on the Site that happen under your Account,
- all Items listed, sold and transferred by you to Buyers (including any declarations you make about Items),
- published reviews, and
- any disputes that result from your actions.

Taxes. We aren't responsible for any tax liabilities or reporting obligations that might apply to you because of your activities on the Site.

Hosting provider. Because we provide Hosting services for you and other Users, we do not run a general monitoring of Content or Items listed on the Site. As far as the law allows, we have no liability to you for any loss or damage you suffer that relates to a Transaction, except if expressly covered by Buyer Protection, our commitments in these Terms or our legal obligations.

20 Liability

For the purposes of this Section 20 only, all references to "we", "us" or "our" include Vinted Affiliates.

Our role. As mentioned in the "About you and us" section above, we are not a party to any Transactions. Transactions are only between you and a Buyer or Seller (as appropriate).

What we are always responsible for. Nothing in these Terms limits or excludes our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation by us; or
- anything else that UK law does not allow us to limit or exclude.

Types of loss we are not liable for. As far as the law allows, we are not liable for:

- loss of expected savings (for example, a discount or saving you expected), loss of income or revenue (for example, money you expected from selling Items on the Site), or loss of profits or business;
- distress, anxiety, upset, disappointment, inconvenience, or emotional or psychological harm arising from any dispute with us and/or with another User, or from how we handle any complaint or claim you make;
- payment service failures outside our control (including but not limited to any failure, delay, interruption or error by a Payment Processor, Wallet Provider or any other financial institution involved or any failure, delay, and/or limitations imposed on your Vinted Wallet according to the "KYC Checks" section, including any restrictions on your ability to do a Payout);
- compensation for time you spend making, pursuing, or resolving a claim or complaint against us, or in connection with any legal proceedings;
- interest, other than interest awarded by a court; or
- indirect or consequential loss (meaning any loss that is a side-effect of the main loss or damage, even if we could have foreseen it when you agreed to these Terms).

Liability to all Users. We are not responsible for any loss or damage that arises from:

- any errors, interruptions, or technical issues affecting the Site, or any loss of data or content;
- any unauthorised access to your Account if you have not kept your login details secure;
- your use of, or inability to use, the Site or Services; or
- use of the Site or Services by any minor on whose behalf you have accepted these Terms.

Liability to Buyers. In addition to the exclusions applying to all Users above, and except as expressly covered by our Refund Policy (as described in the "Buyer Protection" section above), we are not responsible for any loss or damage that arises from:

- Item descriptions, any other Item information provided by a Seller and/or any Item information that you were not provided by a Seller; or
- any correspondence with a Seller.

Limit on our liability. Regardless of anything else in these Terms, our total liability to you for all claims arising out of or connected with these Terms or your use of our Site is limited to the greater of:

- the fees directly in dispute (being, where applicable, the Item price, the Buyer Protection fee, any shipping fee, and fees for any optional services); or
- £100.

Your consumer rights. Nothing in these Terms affects your legal rights as a consumer.

21 How disputes will be handled

Disputes between you and us. If we can't resolve a disagreement you raise through our dispute form, or if you're unhappy with the result, you can contact the national consumer bodies for alternative dispute resolution services. If you have a dispute with us, you can also submit a claim to the courts of where you live (your habitual residence).

Governing law. These Terms are governed by the laws of England and Wales. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in.

22 The final bits you need to know

Updates to these Terms. We might need to update these Terms in the future. Depending on the type of change, we'll notify you based on the table below:

What change we'll make	When we'll notify you	Anything you need to do?

Small editorial tweaks (like correcting a spelling error)	We'll go ahead and make those updates which you can review whenever you like	Nope!
A change to resolve a security concern or to prevent harm or abuse	15 days in advance, unless not feasible due to safety reasons	Nope!
Adding new services or new functionalities and improvements to existing Services (but these won't impact any pending Transactions or negatively affect your use of the Services)	15 days in advance	Nope!
Any other change to these Terms	15 days in advance	Click "accept" to agree to the new Terms within 15 days of receiving our notice In case you do not wish to accept the new Terms, you may still: close your Account free of charge, contact Customer Support, download your personal data, complete a Payout

These changes will not apply retrospectively and will not affect any Transactions you have already completed on the Site.

If you disagree with a change. If you don't agree with the changes we made to these Terms, you can end our relationship free of charge after any pending Transactions are completed.

Assignment. We can transfer our rights and obligations under these Terms to another organisation, but we'll let you know 15 days in advance. If you disagree, you can end these Terms immediately by closing your Account. You aren't allowed to transfer your rights and obligations under these Terms to another person.

No partnership. These Terms don't create a partnership or agency relationship between you and us. Neither of us have any right to enter into an agreement on behalf of the other or legally bind the other in any way.

Severability. If a court or relevant authority decides that any section of these Terms is illegal, the remaining sections will remain in full force and effect.