New version applicable from 05-10-2026

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

1 About you and us

Who we are. Hey there! We're Vinted, UAB. You can find us at Svitrigailos str. 13, 03228 Vilnius, Lithuania and under company number 302767152. In these Terms, Vinted, we, us and our refers to Vinted, UAB. We also refer to Vinted Affiliates, which are all companies within our group.

What we do. We provide the following Services:

- operating and maintaining the Vinted marketplace (delivered via websites, applications and other platforms - altogether, our Site),
- 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. As a hosting provider, we don't buy or sell Items on the Catalogue and aren't a party to any Transactions.

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.

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 will review your report and take any appropriate action in a timely fashion. In using these channels, you agree to submit reports in good faith and not misuse any reporting or appeals channel by making baseless reports or appeals.

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 out to us 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. These third party tools, services and sites are not under our control, and we are not responsible for their content or how they operate.

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 (**Content**).

By uploading your Content, you grant us and 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. To keep the Site safe and secure for Users, we may take corrective actions if your Content, Items, or activity on the Site is unlawful, a threat to public security, or violates in any way these Terms or the Catalogue Rules.

These corrective actions can include sending you a warning or removing an Item from the Catalogue, hiding or removing Content, blocking a feature on your Account (like messages), blocking temporarily or definitively your Account. Where applicable, where there's a real threat to someone's life or safety, local authorities might be notified too. You can click here to find out more about hiding or removing listings.

We may sometimes use automated tools to detect and act on these issues, and we may also act after being notified by third parties such as relevant authorities. Whatever action we take will be proportional to the violation, and we'll consider the legitimate interests of other Users too.

Blocking your Account. If we block your Account temporarily or definitively, 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 the Catalogue,
- we won't refund you for any additional 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 fees paid by the Buyer would be refunded to the Buyer, 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), and
- we may prevent you from creating a new Account on the Site.

You can check here to find more information on blocking.

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.

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.

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.

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,
- 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,
- ADYEN N.V., a licensed bank in the Netherlands which is regulated by the Central Bank of the Netherlands (De Nederlandsche Bank),
- Vinted Pay UAB, a licenced electronic money institution in Lithuania which is regulated by the Bank of Lithuania.

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, (i) within Vinted group, we will inform you in advance and let you know which Vinted Wallet Provider will be providing services to you; (ii) in other cases, we will inform you in advance and request to agree to the terms and conditions of your new payment provider. After you're notified of this change, make sure to follow the transfer process to the new provider (by the deadline we give you). If you don't, you might not be able to use the Site or Services, which could affect certain features like payouts, generating and downloading shipping labels or uploading new items. Here is the information indicating which provider provides payment services in which Vinted countries.

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 full name and address. 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 and/or phone number (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).

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, ID card, 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. If you're located:

- In the eurozone, you can only make a Payout in euros to a personal bank account located within the European Union or European Economic Area. Making a Payout outside of those areas or in other currencies is not allowed, or
- Outside of the eurozone, 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.

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 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.

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 (see here for more information on when a 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 Vinted 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 help prevent fraud, Vinted Wallet Providers may verify 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 Shipping

What's Prepaid Shipping. You can purchase a prepaid shipping label on the Site during your Transaction, which is provided by Vinted Go UAB (Vinted Go) who transacts with 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 by shipping it 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, 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.

11 Refund policy

Purpose of the refund policy. Transactions made on Vinted are covered by a refund policy, which applies if an Item is lost, damaged or significantly not as described (subject to the conditions set out below). Customer Support will assist you during this process and follow the steps described here. Your payment will be held in Escrow until the Transaction is marked as completed (see here for more information on when a Transaction is completed). The refund policy is not an insurance or a legal protection service and is in addition to all other legal rights or guarantees you have. 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 refund 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 may either:

- not require you to return the Item to them and grant your refund, or
- require you to return the Item to them by shipping it 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 may 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 Vinted 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 48 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 refund policy 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)	Item price	Full refund
	Vinted fee	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)	Item price	Full refund
	Vinted fee	The Vinted 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 Vinted fee you initially paid and the recalculated fee. Please see more information about this here.
	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*	Item price	Full refund
	Vinted fee	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

12 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.

13 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 30 days' prior written notice.

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

READY TO MAKE SOME MONEY?

14 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?

15 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,
- Vinted fee (click here to see how we calculate it), and, if applicable
- fees for optional services.

Vinted fee. The Vinted Fee is a mandatory platform fee, payable by buyers when placing an order through Vinted. The fee contributes to our costs of operating the Site (click here for more information). As you browse items, the Vinted Fee is included in the price breakdown for each listing and reflected in the total price for the item or bundle. At checkout, the total Vinted Fee will be added to your order's final price and clearly displayed in the order summary.

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.

WHAT ELSE DO WE OFFER?

16 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.

17 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. 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 refund policy 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 verification.
- *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 or Electronics Verification; ii) because the attributes, condition, and functionality are not the same as described in the listing for Electronics Verification or iii) because, generally, the Item doesn't comply with the Catalogue Rules), the Transaction will be cancelled.
  - **Restricted listings:** If an Item fails verification due to authenticity concerns or Catalogue Rules violations, it can no longer be listed on our Site. See more details here.

    - **Retention and destruction of counterfeit Items:** If the item is verified as counterfeit, it will be retained by us for a period of six (6) weeks from the date of our notification to allow you to challenge the outcome ("Retention Period"). **Important**: You acknowledge and agree that if you fail to provide satisfactory proof of authenticity or a formal objection within this Retention Period, we retain the right to dispose of the item immediately upon the expiration of the Retention Period. Consequently, you irrevocably waive any rights to claim the Item back after the failed verification and authorize us to dispose of, recycle, or destroy it without further notice or compensation.
- *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 are not 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. To the maximum extent permitted by law, 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.

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.

Guarantee of conformity. If you live in the European Union, you benefit from a legal guarantee of conformity for our digital services. This means we're liable to you if the digital service doesn't conform at the time it's provided to you and if you discover this within 2 years, or if it becomes apparent over time during the continuous supply of the digital service. To make a claim, please follow the process described below in "How disputes will be handled".

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 as a result of your actions or omissions,
- 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 our commitments in these Terms or our legal obligations.

20 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 reach to find a solution through alternative dispute resolution bodies in the European Union or contact the national consumer bodies for alternative dispute resolution services here. 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 national laws of the country where you live (your habitual residence).

21 Updates to these Terms

We may need to update these Terms in the future. If you keep using Vinted after the changes to these Terms take effect, we will take this as confirmation that you agree to them. If you do not agree, you can simply close your Account as described below.

Why we might change these Terms. We may need to update these Terms to:

- comply with a law or regulation, or a decision by a court or competent authority,
- deal with a security risk, technical requirement or operational necessity,
- prevent harm or abuse,
- reflect changes to our Site and Services or the way we do business, like adding new services, features or functionalities, or improving an existing ones, or
- make these Terms easier to understand, or make small editorial tweaks such as fixing an inconsistency in the text, a spelling mistake or a broken link.

When we'll tell you. We'll give you at least 30 days' notice of any substantial change, so you have time to review it before it takes effect, except where:

- the change is required by law or regulation with immediate effect,
- we need to act urgently, for example to stop ongoing harm or abuse, or to deal with an imminent risk to the security of the Site or our Users (such as fraud, malware, spam, a data breach or any cybersecurity threat), or
- it's a small editorial tweak only.

In those cases the change can take effect straight away.

How we'll tell you. We'll post the updated Terms on the Site and send a notice to the email address registered to your Account. We may ask you to complete extra actions on the Site if needed. We recommend saving the copy of updated Terms you will find in the notice.

What you can do. If you continue to use our Services and the Site after a change to these Terms takes effect and after we've notified you as described above, we'll consider that as your acceptance of the updated Terms. If you don't agree with the changes of these Terms, you can end your relationship with us free of charge by closing your Account after any pending Transactions and Payouts are completed.

Transactions you've already made. Changes to these Terms will not apply retrospectively. Any Transaction you've already made before the updated Terms take effect will continue to be governed by the Terms that applied when you made it.

22 The final bits you need to know

Assignment. We can transfer our rights and obligations under these Terms to another organisation, but we'll let you know 30 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.