

REFASH

The Swap & Thrift Circle

by REFASH

Terms & Conditions

Effective Date: 27th May 2025

Welcome to The Swap & Thrift Circle, a Refash community built on trust, style, and circular fashion. By participating, you agree to follow the terms below to ensure fairness, safety, and a positive experience for all members.

1. Membership Eligibility & Conduct

- Only approved and verified members are permitted to buy, sell, or swap in this whatsapp community.
 - Members must be above 18 years of age.
 - Respectful, kind, and clear communication is expected at all times.
 - Discrimination, harassment, or aggressive behavior will result in immediate removal.
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2. Listing Guidelines (Sellers)

- All items must be in clean, wearable condition and truthfully represented.
 - Each listing must include:
 - Clear photographs (front, back, close-up of labels, flaws if any)
 - Accurate description (size, brand, condition, defects)
 - Category tag: [FOR SALE], [FOR SWAP], or [TAKEN]
 - Sellers are responsible for updating their listing status once the item is reserved or sold.
 - Sellers must use eco-conscious, secure packaging for shipping.
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3. Resale Process (Buyer & Seller)

Step-by-Step:

1. Listing:
 - Seller shares photos and details in the group.
2. Buyer Interest:
 - Buyer initiates a personal DM to express interest.
3. Payment Terms (*Recommended*):
 - Seller charges 70% of the agreed price upfront to confirm the order.
 - Buyer pays the remaining 30% after they receive and approve the item.
4. Proof & Confirmation:
 - Buyer must share a screenshot of payment to the seller.
 - Seller confirms receipt and begins dispatch.
5. Shipping:
 - Seller ships within 3 business days of initial payment.
 - Tracking info or handover details must be shared with the buyer via WhatsApp.
6. Buyer Confirmation:
 - Upon delivery, the buyer confirms receipt and satisfaction.
 - Remaining 30% is paid to the seller.
7. Review & Close:
 - Both parties must fill out a Refash feedback form for transparency and Karma Score tracking.
 - The transaction is marked closed.

Important:

- If either party fails to fulfill their responsibility:
 - Seller sends a stained, wrong, or damaged item, they will be immediately removed from the community without notice.
 - Buyer does not complete the remaining payment after receiving the product, they will be immediately removed from the community without notice.
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4. Swap Process (Peer-to-Peer Exchange)

Step-by-Step:

1. Propose a Swap:
 - Two members mutually agree to swap items of interest via DM.
2. Agree on Details:
Both parties confirm:
 - Items being swapped
 - Condition and size
 - Timeline for shipping
 - Who ships first (mutual trust or coin toss!)
3. Shipping:
 - Both parties must ship within 3 working days and share tracking info.
4. Receipt & Satisfaction:
 - Each confirms they've received the item and are satisfied with it.
5. Review & Close:
 - Both members must submit a swap & thrift rating form via Refash.
 - This adds to their Swap Karma Score.

Important:

- If an item is not sent, arrives in unacceptable condition, or the member vanishes:
 - The offending member will be blacklisted and removed from the group without prior notice.
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5. Swap Karma & Verified Member Badge

- Members earn Swap Karma Points through consistent, honest, and smooth transactions.
- After 3 successful ratings and clean conduct, members are eligible for the Verified Badge, giving access to:
 - Priority in limited drops
 - Verified listings
 - Special event invites

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6. Dispute Handling & Ethics Policy

- Refash does not mediate private payment disputes — we recommend screenshotting all exchanges.
 - However, we may intervene to investigate unethical conduct and remove members when:
 - Fraudulent activity occurs
 - Items are misrepresented
 - Repeated complaints arise
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7. Community Conduct & Transparency

- Be honest. No hiding defects or false claims.
 - Be responsive. If you're no longer interested, let the other person know.
 - Be generous. This is not just a market — it's a circle built on values.
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8. Shipping Best Practices

- Use waterproof, tamper-proof, and clean packaging.
 - Share tracking numbers within 24 hours of dispatch.
 - If shipping delays occur, communicate proactively.
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9. Privacy, Screenshots & Data

- Do not share screenshots, pricing, or personal information from chats outside the group without consent.
 - Refash will never sell your data. You may opt out of promotional content but not essential community updates.
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10. Amendments & Final Notes

- Refash reserves the right to amend these terms at any time.
- Continued participation indicates agreement to updated terms.
- Violations of these terms may result in suspension or permanent removal from The Swap & Thrift Circle by Refash.

Let's keep this community clean, conscious, and kind. One preloved piece at a time.

– *Team Refash*