

F.A.Q

What items can I sell?

We are able to sell all household items including clothing, furniture and other goods. For larger items, please contact us in advance so we can organise pick up. It goes without saying – but no animals.

How long will it take to sell my item?

Items are expected to be sold within a month by our internal sales team. If our evaluated price does not match market demand, we will reconsider pricing accordingly. Items must be sold within 3 months.

So what's in it for you?

We want to be clear about our charges and make it as simple as possible. In order to fund the services provide, we charge 20% for items sold within the first month and 40% for items after the first month. For more information about our charges, please click **here**.

What if you can't sell my item?

We provide a range of options if this is the case. You can request the items be returned, sell the items at a cheaper price or we can give them to charity on your behalf.

How do I know you will get me the best price?

Our sales team have worked in the industry for many years and are best equipped to handle price valuations and customer demand. However to put it simply – the more money you make, the more money we make.

What if I disagree with the price my item is listed at?

Our price valuations are considered thoroughly to optimise your profits. If these valuations do not align with your perceived value of the item, you have the right to put the item on **hold** and contact us with your preferred price. This will then be considered by our team and if agreed, will be re-listed.