

It's Easy to Sell & Trade

swop.net.au/faq

IG @_swop

Follow the steps & criteria below to get the best offer from us.
Per eligible item, you'll typically earn \$5–25 (cash) or \$10–50 (store credit).

1	Bring in your clothes and we'll calculate their value (allow 3hrs). Run errands, grab a coffee—just be back by the end of day.	2	We'll offer 50% of the value as store credit or 25% as cash. For a limited time, items that we value over \$249 will be offered 40% cash.	3	Take the cash/credit or reject our offer and keep your items. Or, we can donate them on your behalf to our social enterprise, Local Opy.
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Style & Size	<ul style="list-style-type: none"> ✓ In-season (local climate) ✓ All sizes (the more the merrier) ✓ Popular today (on-trend last 12mths) ✓ Popular yesterday (vintage 50s–90s) ✓ Wardrobe/style staples (vintage bags, boots, vintage tees, vintage denim, suede jackets, and more!) 	<ul style="list-style-type: none"> ✗ Incompatible season (local climate) ✗ Unpopular season (not on-trend) ✗ Our store already has a lot of the style and/or size Roll the dice OR chat to a SWOP Merchandiser at your local store — they'll happily share tips to help you get a great sale.
Condition	<ul style="list-style-type: none"> ✓ Freshly washed ✓ Excellent condition ✓ Odour free 	<ul style="list-style-type: none"> ✗ Stained (perspiration marks, makeup marks, food/water stains) ✗ Damaged (holes, tears, pills, missing/broken parts, e.g. buttons, brand label) ✗ Odoured (cigarette smoke, perfume, pet dander, mothball scent)
Brand	<ul style="list-style-type: none"> ✓ Designer, vintage, local, sustainable, and/or handmade brands (Acne Studios, Adidas, Alpha 60, Arnsdorf, Baggu, Balenciaga, Baserange, Bassike, Burberry, Carhartt, Comme des Garcons, Converse, Dickies, Dominique Healy, Dries Van Noten, Dr Martens, Eckhaus Latta, Fendi, FME Apparel, Ganni, Gorman, Gucci, Holiday, Issey Miyake, Jacquemus, Jillian Boustred, Kenzo, Kowtow, Kuwail, Kloke, Lazy Oaf, Lee Mathews, Levi's, Marni, Matteau, Nike, Paloma Wool, Patagonia, Perks & Mini (P.A.M.), Penny Sage, Permanent Vacation, Prada, Reformation, Rollas Jeans, Romance Was Born, Reebok, Scanlan Theodore, Sister Studios, Suicoke, Stan Ray, The North Face, Tommy Hilfiger, Stone Island, Veja, Zimmermann) 	<ul style="list-style-type: none"> ✗ Fast-fashion brands (Ally, ASOS, Ask Grace, Angel Biba, Bardot, Boohoo, Cotton On, Chicabooti, Dotti, Forever New, Forever 21, Fashion Nova, Factorie, Glamorous, Girl Express, H&M, Hot Options, Jay Jays, Jacquie E, K-Mart, Ladakh, Lee Cooper, Lowes, Mango, Miss Shop, Millers, Missguided, New Look, Now, Paper Scissors, Pretty Little Thing, Rockmans, Roger David, Rubi Shoes, Supre, Sportsgirl, Sussan, Suzanne Grae, Shein, Target, Temt, Tarocash, YD, Valley Girl, Victoria's Secret)
Category	<ul style="list-style-type: none"> ✓ All genders ✓ Tops (shirts, jumpers, coats, jackets, vests) ✓ Bottoms (pants, jeans, shorts, skirts) ✓ Dresses ✓ Swimwear ✓ Accessories (shoes, belts, hats, scarves, gloves, sunglasses, bags) 	<ul style="list-style-type: none"> ✗ Underwear ✗ Bridal/Formal ✗ Business wear
Before You Come In	<ul style="list-style-type: none"> ✓ Prep your SWOP Bag/Box (ONE bag/box per quote—typically up to 40 items. Max size: 50x50cm. Max weight: 8-10kg.) ✓ Presentation counts! (Wash all clothing and fold neatly. Wipe shoes and accessories. Remove hangers and shoeboxes.) ✓ Check the Exchange Booth Schedule (Typically 10am–5pm daily for all stores, but with potential lockdowns please double check your local store schedule via www.swop.com.au/visit. No need to make appointment during these times—just walk on in! Please note that our Store Hours are NOT the same as our Exchange Booth schedule.) 	<ul style="list-style-type: none"> ✗ More than ONE bag/box per quote ✗ Bags/boxes that cannot be carried safely by our staff (too large and heavy) ✗ Disorganised items ✗ Damaged or soiled items ✗ We cannot quote via email/photos (we must see items in person) ✗ We cannot visit your house