

Return Policy

Poshmark may allow you to return an Item in limited circumstances.

A Buyer may open a formal return case with us by going to their purchases and select problems/order inquiry within seventy-two (72) hours from delivery (as determined by the tracking information on the Label) for any of the following reasons:

- Undisclosed damage;
- Incorrect or missing item;
- Item not as described within the listing; or
- Item is not authentic.

Trades, offline transactions, items that do not fit, or orders where the Buyer changed their mind are not covered by Posh Protect. These types of purchases are considered final sale and not eligible for return.

When a return case is opened, the Buyer must upload photos and provide any additional details describing the issue as requested by Poshmark support. Poshmark will review the case, and if the request is approved, Poshmark will provide the Buyer with a label to return the item to the Seller. Once the return has been delivered to the Seller, the Buyer will receive a full refund.

Buyers will receive non-redeemable Posh Credits for purchases made entirely, or partially, with non-redeemable Posh Credits.