

Top Seller Code of Conduct

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Welcome to the Top Seller program! Depop Top Sellers represent the best of the best. The Top Seller program is reserved for the most serious Depop sellers and works to grow and support sellers globally.

This Code of Conduct contains the things you need to know about being a Top Seller, like the program requirements and benefits, what we expect from you, our community forum rules and the best way to get in touch with the Depop team.

By becoming a Top Seller, you accept and agree to comply with the terms of this Code of Conduct and any changes communicated to you in the future. Remember, Depop does not and can't endorse, certify, or approve any seller, including Top Sellers, or items, nor guarantee, control or make any warranties about the quality, safety or legality of any Top Seller or items. If you qualify for Top Seller status, you agree that you will not violate any laws in connection with your use of Depop, and you remain entirely responsible for complying with applicable laws and for all your other obligations under the Depop [Terms of Service](#) (including policies) and our [Community Guidelines](#). Depop may suspend or terminate your Top Seller status at any time for any reason with or without notice to you. This Code of Conduct and the Top Seller program, including the requirements and benefits, are subject to change at any time at Depop's sole discretion.

PROGRAM REQUIREMENTS

This section contains the criteria you must meet to qualify as a Top Seller and to maintain your Top Seller status. Most importantly, Top Sellers must act as role models for the Depop community. If you don't meet these targets, your Top Seller status will be removed.

To become a Top Seller, you must hit all of the following goals for three consecutive months:

- Earn these minimums in monthly sales based on where you live:
 - US: \$1,000 USD | UK: £1,000 GBP | AU: \$2,000 AUD
 - Others: \$1,000 USD (converted to your local currency)
- Create 50 new listings per month
- Maintain a 4.5 or better lifetime review rating
- Keep order issues (buyer disputes) under 3% of lifetime sales
- Adhere to Depop's **Terms of Service**

Once you join the program, Top Sellers are expected to continue meeting the same monthly standards used to earn entry into the program. The Top Seller program is designed to focus on consistency over time, meaning status is only impacted if one or more of the required monthly targets are missed for **three consecutive months**.

If a seller does not meet one or more of these targets for three consecutive months, their Top Seller status will be removed. Depop also reserves the right, at its sole discretion, to remove Top Seller status at any time if a seller's conduct, activity, or use of the platform does not align with the standards and expectations of the Top Seller program, or if the seller violates Depop's [Terms of Service](#) or [Community Guidelines](#).

Depop may, but is not obliged to, notify sellers that did not achieve Top Seller status during the relevant review period, or in case of revocation that the Top Seller status was removed. Sellers who did not achieve Top Seller status or have had their Top Seller badge removed may regain their Top Seller status at a future date. To re-qualify as a Top Seller, you must again meet the criteria for three consecutive months.

PROGRAMME BENEFITS

Top Sellers currently benefit from the following perks:

- Verification – An official badge on your Depop shop to indicate that you are a trusted seller
- Faster payouts – get paid as soon as you sell, no need to wait for delivery
- More visibility – get exclusive opportunities to be featured on Depop, and beyond
- Priority support – our dedicated Top Tier team is always on hand to help
- Access to the Top Seller forum – connect with, and learn from, thousands of other Depop Top Sellers

We actively explore new ways to enhance the Top Seller experience. This means that the perks might change from time to time as we test new features and expand the program.

WHAT WE EXPECT FROM YOU

This section sets out what we expect from our Top Sellers as the best of the best on Depop. Top Sellers must always comply with this Code of Conduct, as well as our [Terms of Service](#) and [Community Guidelines](#).

If you do not meet these expectations, Depop may remove your Top Seller status. For more serious breaches, you may also be permanently removed from the app.

As you can see from the Program Benefits section, the Top Seller program comes with a number of benefits. In return, we have a number of expectations of our Top Sellers. Our Top Sellers must:

- Continue to meet the Program Requirements (set out above) and comply with this Code of Conduct
- Comply with our Community Forum Guidelines (set out below) when using the forum
- Comply with our [Terms of Service](#) and [Community Guidelines](#)
- Help Depop to maintain its reputation by not intentionally doing anything to negatively impact Depop and by raising any issues with the Depop team directly. This applies to behaviour both on and off the Depop platform.
- Not participate in or encourage any “name and shame” activity and report any bad behavior to the Depop team so we can investigate and take necessary action
- Not share any confidential information about Depop.. In some instances, you may be required to sign an NDA before we can share information with you.
- Respond to any correspondence you receive from Depop in relation to the Top Seller program in a reasonable timeframe
- Comply with our Sustainability Guidelines (set out below)

Depop reserves the right to remove your Top Seller status at its discretion at any time, with or without warning, including for a material breach of this What We Expect From You section or this Code of Conduct generally.

Breaches may also be reported to Depop Community Support, who may take action to permanently remove you from the app and delete your account for violations of our [Terms](#)

[of Service](#) and [Community Guidelines](#).

COMMUNITY FORUM GUIDELINES

The Depop Top Seller Community Forum is a space for our Top Sellers to meet, inspire and empower each other. Top Sellers can use the space to share suggestions, tips and guidance, and connect with members of the Depop team.

Much like the Depop app itself, this forum is a shared community space. As the Top Seller community grows, it's important to set some guidelines to ensure the forum is a welcoming safe space that is accessible to all. Repeated instances of behavior that breaches these guidelines may lead to temporary or permanent suspension from the community forum, and loss of Top Seller status in extreme cases.

First, Be Nice

This space is for everyone. We are all different and may share differing views. All members should be courteous and considerate of others, just like you are on the Depop app and in real life.

We encourage all members of the community to consider “PRO” (Professional, Respectful, Offer value) criteria when using the forum. Before posting, please ask yourself:

- Is what I'm writing presented in a **Professional** manner? Would I say it in real life?
- Is it **Respectful** and inclusive to other sellers and staff? If it's feedback, is it constructive?
- Lastly, does what I'm writing **Offer** value or have a true purpose? Can others learn from my post?

We may remove or restrict the publication of any posts we deem to be inappropriate or inconsiderate of the above criteria without warning. Repeated instances of this behavior may lead to temporary or permanent suspension from the community forum.

Be Yourself

When using the forum, please use your actual Depop username as your display name. This makes it much easier for everyone to know who they're speaking to and makes for a much smoother community experience.

Purposely obscuring your identity or ignoring requests from Depop staff to change your forum username to match your Depop username may lead to suspension from the forum.

Community First

Please remember that this is a community forum, not a customer service site. The Depop team will be present in the forum during working hours on weekdays (GMT, EST) Our main aim and focus is to support the growth of the Top Seller community.

Be aware that the Depop team may not reply to everything posted in the forum, as the purpose of the forum is for community connection between Top Sellers. Though we will share information and contribute to discussions, we're unable to respond to customer service questions and we recommend that issues that are better solved by our customer service or tech teams are reported in a different way. Please see the section below ('If Something Is Wrong') for more information on reporting issues.

It's Not Fair To Call Others Out

Selling can be frustrating at times — we get that. Several members of the Depop team are also Top Sellers themselves, so we understand the challenges that can come with running a shop. However, calling out other members of the Depop community isn't fair, no matter the situation. If you have an issue with another member of the community, please raise it privately with the Depop team or submit a report through the app.

Anyone deemed to be abusive, harassing, defamatory or anything similar towards another community member, including a member of the Depop team - either directly or indirectly - may be removed from the forum without warning. Serious cases of this behavior may also lead to loss of Top Seller status, at Depop's sole discretion.

Privacy Is Important

Sharing **other people's** usernames, email addresses, social media links, or phone numbers is not allowed. Posts like this will be removed, and repeated instances may lead to temporary or permanent suspension from the community forum.

You may choose to share **your own** information at your discretion. However, we encourage keeping personal details private and using Depop's in-app tools wherever possible.

You can see the Depop Privacy Policy [here](#).

If Something Is Wrong, Report It In The Right Place

The main focus of the Depop team which runs this community forum is to support the Top Seller community to grow and help you all develop your businesses. This means that we can't resolve support related issues but have included details of the right teams to help

below.

For example, we expect any technical or transactional issues to be reported through the app, or by submitting a request [here](#).

Reporting an issue correctly ensures that it is sent directly to the team equipped to fix it. This helps Depop to quickly identify major issues. For example, if our technical team receives 100+ reports about something not working, they'll know it's an urgent problem. If these issues are only posted on the community forum, it won't get to the right people in Depop who are able to prioritize and resolve your issue.

The same goes for issues with other Depop users (abusive behavior), items not arriving (my item hasn't arrived), unfair reviews etc. – the best place to report these is in-app.

Please expect that forum posts about these issues are unlikely to be responded to, and may be removed to ensure that discussions remain on-topic.

If you haven't heard from the Depop support team within 24 hours of sending a report through the app or the link above, please fill out a ticket in the [Depop Support Escalation channel](#) of the community forum.

No Spamming Please

We ask that when asking a question in the forum to please search using the search bar or highlighted tags section prior to posting. By doing this, you can check if your query has already been asked by someone else. This way our channels stay clean and easy to navigate for everyone.

Repetitive posts are disruptive to the forum and make it harder for everyone to find important updates. We will try our best to respond to posts where needed, but may not respond if the same conversation is happening in multiple threads.

Posts that are deemed spam by our team may be removed or restricted from publication, and repeated instances of this behaviour may result in temporary or permanent suspension from the community forum.

Keep it Depop

In order to keep posts on-topic, we ask that community members refrain from discussing other selling platforms or marketplaces.

The community forum exists to celebrate and grow the Depop Top Seller community, so posts discussing issues, tips or recommendations of different platforms are inappropriate and distracting from Depop-related conversation.

We may remove or restrict the publication of any posts we deem to be inappropriate or

inconsiderate of the above criteria without warning. Repeated instances of this behavior may lead to temporary or permanent suspension from the community forum.

Let's Talk About It

The community forum and Top Seller programme as a whole need to work for everyone. If you have any thoughts or ideas on how to improve things, just let a member of the Depop team know.

Finally

This is a shared community space. We trust all users of the forum to be respectful and to uphold the Depop community values.

SUSTAINABILITY GUIDELINES

Top Sellers are expected to observe good environmental and social standards: to consider sustainability, be transparent, fair and contribute to making fashion circular. .

These guidelines explain what we expect you to do when listing, sourcing, and packaging items:

Keep It Transparent

Good quality inventory is the cornerstone of a good buyer experience on Depop. You should give buyers accurate, honest information so they can make informed decisions. Remember, as a seller you are prohibited from giving false or misleading information to buyers, and should comply with our [Seller Misrepresentation Policy](#).

When describing items, you should:

Age & condition

- Only call items “vintage” if they are more than 20 years old
- Do not call items “vintage” or “secondhand” if they are newly made
- Describe newer items by decade or style (e.g 2000s-style)

Brand name

- Only list brands shown on the item's original label
- Do not remove, alter, or cut brand tags
- Do not reference brand names in titles, descriptions, or tags unless the item was manufactured by that brand

Newly manufactured items

If you work with a third-party manufacturer, OR source items from another marketplace (Aliexpress, Amazon, Temu), you should:

- Clearly disclose the source in the item description
- Mark the condition as Brand new
- Avoid terms like “vintage” “pre-loved”, or “secondhand”

Sustainability claims

If you mention sustainability attributes (e.g., "Organic," "Recycled"):

- Be Specific: Do not use vague terms like "eco-friendly," "green," or "sustainable" on their own. Specify the attribute (e.g., say "100% Organic Cotton" rather than "sustainable shirt").
- Be Accurate: Do not claim the whole item is sustainable if it applies to only a part (e.g., say "sneakers with recycled laces," not "recycled sneakers").
- Provide Proof: You should upload a photo or screenshot that directly supports your written claim. Acceptable proof includes:
 - A photo of the care/composition label.
 - A photo of the specific certification tag (e.g. GOTS, OCS) on the item.
 - A screenshot of the original manufacturer's product page detailing the claim.

Note: If you cannot prove a specific certification (like "GOTS" certification) with a photo or screenshot, do not include it in your description.

This applies to all items, including handmade and newly manufactured goods.

Failure to provide accurate information could mislead buyers and is against our [Seller Misrepresentation Policy](#).

Keep It Ethical and Strive for Sustainability

Whether you sell secondhand, handmade or newly manufactured items, we encourage you to be mindful when sourcing your inventory and consider the environmental and social impact of your decisions:

Reselling existing inventory:

Many people rely on affordable secondhand items as a primary way to access clothing.

We encourage you to:

- Be considerate of others when sourcing by using a variety of methods
- Avoid relying heavily on the same local charity or thrift shops in your community
- Use local wholesalers where possible to reduce the carbon footprint of shipping
- Avoid clearing out essential items (like children's coats or plus-size essentials) from local community-based shops that serve low-income populations

If you resell newly manufactured inventory—whether through a third-party manufacturer or another marketplace:

We encourage you to:

- Get to know your suppliers and research them before purchasing
- Investigate their ethical and sustainable business practices and the quality of their goods

We expect you to:

- Ensure your suppliers comply with all applicable laws, including:
 - Labour laws
 - Safety regulations
 - Environmental laws

Our full policy on social and environmental expectations for sellers using third parties to manufacture items can be found [here](#)

Designing and crafting your own inventory:

We encourage you to:

- Investigate different raw material options and assess their impact before making design choices. [The CFDA Materials Index](#) can help identify materials with stronger sustainability profiles
- Research and vet suppliers before contracting with them, using our social and environmental [expectations](#) as a starting point
- Source materials locally where possible to reduce shipping related emissions

Reducing waste and extending product life:

We encourage you to:

- Minimize waste wherever possible
- Prioritize reused, recyclable, or plastic-free packaging
- Avoid unnecessary plastic inserts
- Repairing and extend the life of garments:
 - If an item has been repaired or upcycled, highlight this clearly as a positive feature.

Finally, remember that drop-shipping is banned on Depop. Drop-shipping is a method of order fulfillment where buyers' purchases are shipped directly from a third party retailer or manufacturer, without the seller's involvement in the creation of the product or the delivery process.

Keep It Fair

We want Depop to remain a place where everyone can find affordable items that they love! You have a key role to play when setting your prices:

- Check the price of similar items on Depop to help with your own pricing
- Be reasonable, avoid overpricing high street items, especially if they are still retailing

Qualifying as a Top Seller does not give you any ownership or other proprietary rights in the Top Seller status or other Depop intellectual property, other than as provided in this Code of Conduct. Depop retains all rights, title and interest in and to the Top Seller status and other protected materials.

The Top Seller verification badge and any other materials, and the Top Seller program benefits, are provided hereunder “as is”. Depop disclaims all liabilities and warranties including but not limited to any warranties of merchantability, satisfactory quality, fitness for a particular purpose, or non-infringement. Depop will not be liable for any incidental, special, exemplary or consequential damages, including (without limitation) lost profits, loss of data or loss of goodwill arising out of or in connection with this Code of Conduct or the Top Seller program.

Depop can change or update this Code of Conduct at any time without prior notice. If we modify this Code of Conduct, we will provide notice via the community forum and/or email and such modification will be effective upon posting. By continuing to use Depop, after we have posted an update to this Code of Conduct, you are indicating that you agree to be bound by the updated terms. If the updated terms are not acceptable to you, your only recourse is to stop using Depop. We may also entirely discontinue the Top Seller program at any time, with or without notice to you.

GET IN TOUCH

Make the most of the Top Seller program. Get involved and stay in touch.

- Depop Community Support Team
Submit a request [here](#) - remember that the more detail you provide initially, the quicker this will be resolved
- Depop Top Seller Team
Reach them by email or through the community forum
- Top Seller Community Forum
Join our regular live conversations on the community forum
- Have an account issue?
Submit a request in-app or via the Help Centre request form