



Seller guide

Everything you need to run your store on Golden Dust Wear

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Born from the dust, made to shine.

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Click a title to go straight to the page. New here? Section 2 is all you need to get started.

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1. Golden Dust Wear in brief

Golden Dust Wear is a curated marketplace for independent designers and pieces with a strong visual identity. You sell from your own designer area, directly on the website: no software to install.

Who does what

You	Create your listings and set your prices. Keep your stock up to date. Pack and ship each order to the customer, with tracking. Tell us quickly about any delay or stock-out.
Golden Dust Wear	We present your brand in a premium setting and promote the selection. We collect the payment and pay out your share automatically. We run the platform, the first level of customer service and disputes.

The four worlds

Each piece is placed in the world that matches its aesthetic. You choose it when you add a product (guide 02).

PLAYA	Solar, spectacular, luminous or futuristic pieces.
VALLEY	Bohemian romance, lace, flowers, denim and western influences.
FOREST	Natural materials, leather, handcrafted details and a nomadic spirit.
NOCTURNE	Black, leather, latex, chains and after-dark energy.

GOOD TO KNOW

The dashboard is in English. This guide uses the exact names you see on screen.

THE COMMUNITY

Members share photos of their outfits and can tag the pieces they wear. When a look tags one of your pieces, you are notified, and the look can appear with your product in **Shop the look**. These photos belong to the members: never repost them on your own accounts without their permission. You can share looks too: they show a **Designer** badge and follow the Community Guidelines (goldendustwear.com/community-guidelines).

2. Getting started in 7 steps

Follow these steps in order. Each one takes a few minutes, and your store is then ready to sell.

01 Wait for the approval email

After you register, your dashboard shows **Your shop is under review**. You can already prepare your store (step 2). You receive the email **Your shop is approved** when you can start selling.

02 Present your brand

In Settings > Store: name, banner, profile picture, address, phone number and biography (section 5).

03 Choose your shipping origin

In Settings > Store > Shipping origin, choose the country your parcels ship from, then click **Save shipping origin**. This country, not the country of your business, decides VAT and customs for all your products. If a piece ships from elsewhere, tell us first.

04 Connect your payment account

In **Settings > Payment**, connect the payment account shown there (Stripe or PayPal). It is required to be paid: until it is done, your pieces stay hidden from customers. They appear on their own as soon as your account is connected.

05 Enter your tax details

Enter your VAT number if you have one. If you are not VAT registered, tick the option provided for this.

06 Set your shipping rates

In Settings > Shipping, set a rate for each zone you serve (section 7).

07 Add your first piece

Follow guide 02. Leave the status on **Publish** and click **Save changes**: your piece is live straight away.

BEFORE YOUR FIRST ORDER

Get a few tamper-evident returns tags: one is required on every piece you ship (section 11).

PAYOUTS: WHICH COUNTRIES?

Payouts are available to sellers based in the European Union and EEA, the United Kingdom, Switzerland, the United States and Canada. Elsewhere, you can register and join the waiting list (Seller Terms, section 8.6).

3. Your dashboard

The menu on the left gives access to everything. At the top right, **Visit Store** opens your store as customers see it.

Dashboard	Your activity at a glance (section 4).
Products	Add and edit your pieces (section 8).
Orders	Your orders and their tracking (sections 9 and 10).
Coupons	Create discount codes, when this option is enabled.
Reports	Your sales in detail: Products, Revenue, Orders, and Statement, the record of your sales, earnings and payouts.
Announcements	Messages from Golden Dust Wear. Check them regularly.
Return Requests	Return requests from customers (section 11).
Reviews	Customer reviews of your pieces.
Settings	Store (your brand), Payment (Stripe or PayPal) and Shipping (your rates).

HELP AND PHONE

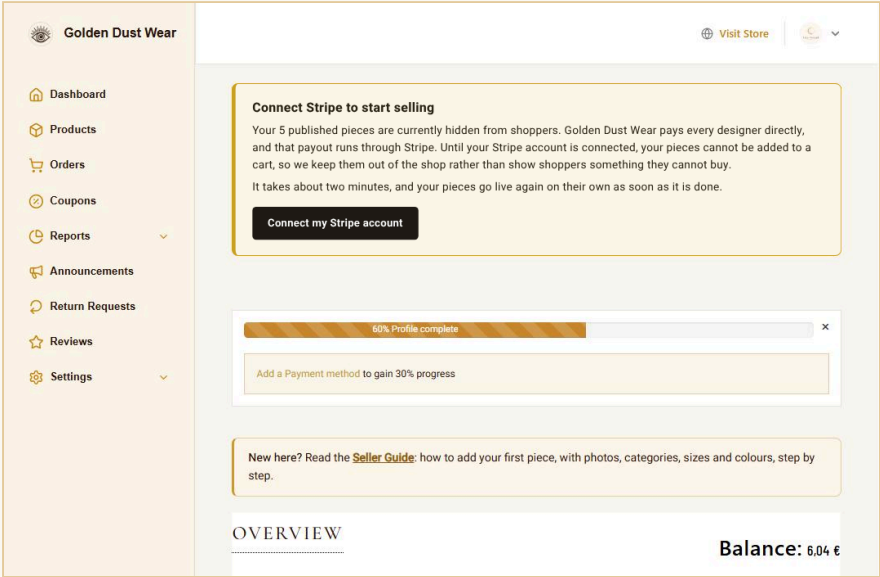
The **New here? Read the Seller Guide** box opens the online guide: goldendustwear.com/seller-guide/. On a phone, the menu is folded away: tap the ☰ icon at the top left to open it.

IMPORTANT

Only use your own account and never share your login details.

4. The home page (Dashboard)

The first page you see. It shows what is left to do and sums up your activity.

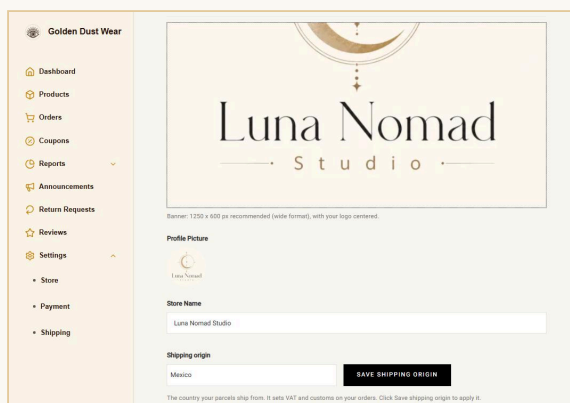


The Dashboard while the payment account is not connected.

Connect to start selling	Shown until your payment account (Stripe or PayPal) is connected (step 4 of section 2). On the other pages it shrinks to a single line.
Profile complete	How complete your profile is. The link below it opens the next step to do.
Balance	Your earnings waiting to be paid out.
Date range	The period shown (by default, the current month).
Performance	Six figures for the period: Total sales, Marketplace Commission (our commission), Net sales (after discounts and refunds), Orders, Products sold and Total Earning (your share).

5. Your store profile

Your store is your brand's showcase: it is what customers discover from the Designers page. Everything is in Settings > Store.



Settings > Store.

Banner	1250 x 600 px, with your logo and name in the centre. The top and bottom are slightly cropped on desktop: keep the essentials in the middle.
Profile picture	Shown on the Designers page.
Biography	A short presentation shown under your name (about 70 words visible): your universe, your materials, your craft.

RECYCLING NUMBERS (FRANCE AND GERMANY)

To deliver to France, add your two French recycling numbers in Settings > Store: one for clothing and shoes (register with Refashion) and one for packaging (register with Citeo or Léko). To deliver to Germany, add your LUCID packaging number. Without them, your pieces stay on sale but cannot be delivered to that country. Your dashboard tells you what is missing.

BASED OUTSIDE THE EU?

To deliver to EU countries, you need an EU responsible person: a person or company based in the EU who is responsible for the safety of your products. Many companies offer this service for a yearly fee. Add their name, address and email in Settings > Store, and at the end of each product description (guide 02).

NO LINKS OR CONTACT DETAILS

No Instagram, website, email or phone number in your store name, biography or descriptions: they are removed automatically. Customers see your official details in the **Seller information** section. If they change, tell us.

6. Prices, commission and payouts

Your price

- The price you enter is the final price paid by the customer, VAT included, and it is the same in every country.
- Never add VAT, customs duties or fees on top. Shipping is added separately, from your shipping rates.

Commission

First 6 months	25%, from your store's activation date.
After that	30%. You receive a reminder email 14 days before the change.
Calculated on	The product price excluding VAT, after any discount. Never on shipping, VAT or customs duties.

EXAMPLE

A piece displayed at 100 EUR, delivered to France (20% VAT): 83.33 EUR excluding VAT. During the first 6 months, your share is 62.50 EUR. The exact amount of each order is in Orders, in the Earning column. It varies slightly with the delivery country, because VAT is not the same everywhere.

Your payouts

- The customer pays when ordering. The payment provider (Stripe or PayPal) splits the payment between you and Golden Dust Wear.
- Your share moves to your Stripe or PayPal account 29 days after the order, then on to your bank, automatically and with no minimum amount. This delay leaves time to handle returns.
- Payment fees are paid by Golden Dust Wear: no other fee is deducted from your share.
- If the order is cancelled or refunded before then, nothing is paid out. If a return or dispute is open, the amount stays on hold until it is resolved.
- Like all European marketplaces, we send some seller information to the tax authorities each year (DAC7 rule).

BASED IN THE EU AND SHIPPING FROM THE EU?

Then the VAT on your sales is yours: it is added to your share, and you declare it yourself if you are VAT registered (Seller Terms, section 10.8). Our commission does not change. In the example above, you receive 79.17 EUR (62.50 EUR + 16.67 EUR of VAT).

7. Shipping

You ship your own orders. In Settings > Shipping, set a rate for each zone, and check that it covers your costs.

France	Deliveries in France. Time from France: 2 to 5 days.
Europe	The European countries you serve. Time from France: 5 to 10 days.
Locations not covered...	Everywhere else: your international zone. Use it only if you ship worldwide. Time from France: 7 to 15 days, excluding customs.

CARRIERS

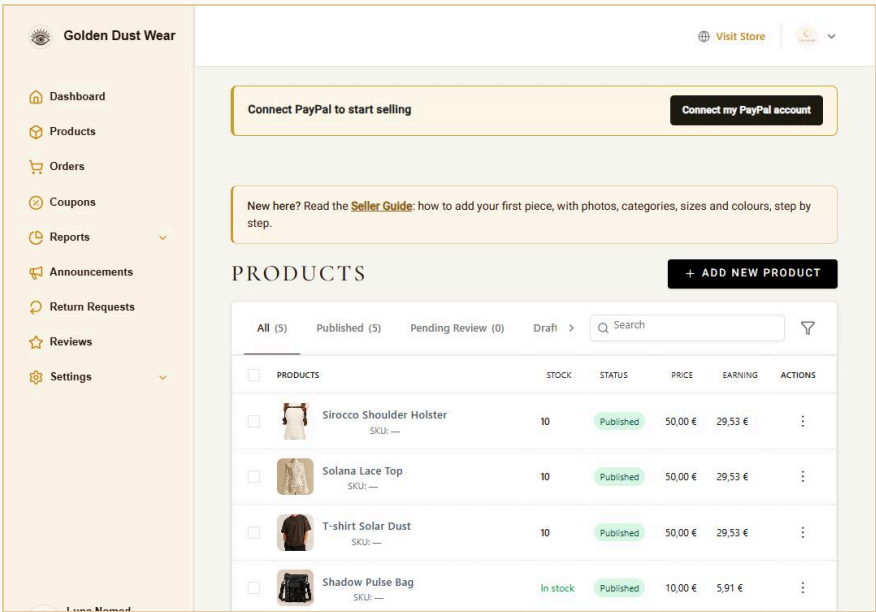
When you add tracking, you choose the carrier in a list: **DHL, UPS, FedEx, DPD** or **Other**. With Other, you type the name of your carrier and the tracking link yourself.

SHIPPING FROM OUTSIDE THE EUROPEAN UNION?

Read section 12 on customs before your first shipment.

8. Your products

The Products section lists all your pieces. The **Add new product** button opens a new listing (guide 02).



The Products list.

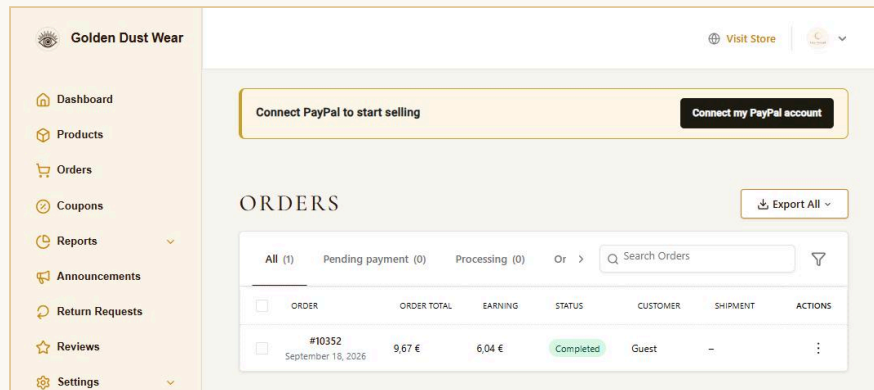
Published	Live.
Draft	A draft only you can see. Set it to Publish when it is ready.
Pending Review	Not used: your pieces go live directly.
In stock / Out of stock	Available or sold out. It switches on its own if you manage stock.

EDIT RATHER THAN RECREATE

To change a price, a photo or the stock, open the piece from the menu in the Actions column. Never create a duplicate.

9. Your orders

The Orders section lists your orders. You receive the email **New order received** for each one. Click an order number to open it.



The Orders list.

Processing	Paid: prepare it and ship it.
Completed	Shipped and complete.
Pending payment	Not paid yet. Do not ship.
On hold	Being checked. Do not ship without our approval.
Cancelled / Failed / Refunded	Cancelled, payment declined or refunded. Do not ship.

THE SIMPLE RULE

Only ship an order whose status is **Processing**.

10. Handling an order

01 Check the order

Product, size, colour, quantity, delivery address and any note from the customer. If you cannot fulfil it, tell us immediately.

02 Attach the returns tag

Clearly visible, without preventing the customer from trying the piece on (section 11).

03 Pack and ship

Clean, protective packaging, worthy of a premium experience. Choose a reliable carrier and respect the announced time.

04 Add tracking

In the order, under Shipments, click **Create New Shipment**. Tick the piece, set Shipping Status to **Shipped**, choose the Shipping Provider, the date and the Tracking Number. Tick **Notify shipment details to customer**, then click **Create Shipment**.

05 Complete the order

Under General Details, click Edit next to the status and choose **Completed**, once the parcel has been handed to the carrier.

The screenshot shows a form titled 'Shipping Status' with a 'Select' dropdown menu. Below this is a horizontal line. Underneath the line is a section titled 'Tracking Information'. This section contains three input fields: 'Shipping Provider' with a 'Select' dropdown, 'Date Shipped' with a 'Select date' dropdown, and 'Tracking Number' with a text input field. Below these fields is a 'Comments' section with a large text area and a small edit icon. At the bottom of the form is a checkbox labeled 'Notify shipment details to customer' and two buttons: 'Create Shipment' and 'Cancel'.

In the order: the Shipments section.

WITH THE CUSTOMER

Reply quickly, even to say you are checking with the carrier. Do not use the Request Refund button on your own: refunds go through Return Requests or through us.

11. Returns

Return rules are the same for the whole marketplace and are managed by Golden Dust Wear: you have nothing to set up. Your part is the returns tag, and answering requests.

The returns tag

It shows whether a piece has been worn, and protects you against abusive returns. It is required on every piece. You supply it yourself, and it can carry your brand. Without a tag, you cannot reduce a refund if the piece comes back worn.

Clothing	A large rigid tag, fixed at the collar, cuff or waist with a single-use plastic fastener (it must be cut to remove it). Pass the fastener through a seam or a label, never through the fabric.
Footwear	The same tag, threaded through the laces or the strap.
Jewellery and accessories	A pouch or box closed with a security sticker that leaves a mark when peeled off.
Where to find them	Online, by searching for “returns tag”.

When a customer asks for a return

01 **Reply within 3 business days**

The request arrives in Return Requests. Give the return instructions and your return address. Without a reply, we may handle the return for you.

02 **Inspect within 5 business days**

When the piece arrives, check it. To ask for a reduced refund, send dated photos of the piece, the packaging and the tag. Without these photos within 5 days, the refund is made in full.

03 **Never decide alone**

Never refuse a return or offer a refund outside the marketplace. If in doubt, contact us. Keep the proof of shipping and the messages.

12. Customs for non-EU shipments

DOES THIS PAGE CONCERN YOU?

If your parcels ship from a country outside the European Union, or are delivered outside it. From one EU country to another EU country, there are no customs: skip this page.

To the EU, 150 EUR or less	We charge the customer VAT and import charges at checkout (IOSS). The customer pays nothing on delivery. You give your carrier the IOSS number we provide, with the customs declaration.
To the EU, above 150 EUR	The customer pays import VAT and any customs duties to the carrier on delivery (DAP shipping). The customer is told before ordering.
Outside the EU	The customer may have duties or taxes to pay on arrival, depending on the country.

Three rules

- Always declare the true value and nature of the piece. Never mark an order as a “gift” or “sample”.
- Do not use your own IOSS number for Golden Dust Wear orders.
- If a customer has to pay on delivery for an order of 150 EUR or less because of a declaration error, we refund the customer and deduct the amount from your next payout.

THE 3 EUR CUSTOMS DUTY (TO THE EU, 150 EUR OR LESS)

Since 1 July 2026, a flat customs duty of 3 EUR per type of item applies. Your carrier may invoice it to you. The customer pays it at checkout, and the 3 EUR are added in full to your share, with no commission.

13. Ready to sell?

Tick these nine boxes and your store is ready.

- ☐ Banner, profile picture and biography added.
- ☐ No links, Instagram, email or phone number in your biography and descriptions.
- ☐ Shipping origin chosen and saved.
- ☐ Payment account connected (Stripe or PayPal): the “Connect” box has disappeared.
- ☐ VAT number entered, or “not VAT registered” ticked.
- ☐ A shipping rate saved for each zone you serve.
- ☐ Returns tags in stock.
- ☐ First piece published with guide 02.
- ☐ Seller Terms read (document 03).

NEED HELP?

Write to contact@goldendustwear.com. If a setting is unclear, ask before changing it: we answer quickly.

Thank you for being part of the Golden Dust Wear selection.