

Terms of Use - [Seller Terms](#)

Valid from 15 September, 2026

We help your special objects find their new home by connecting you with passionate, serious bidders and buyers. To make our marketplace safe and reliable for all our users, we have some important rules for selling. We call these the Seller Terms and they form an integral part of our Terms.



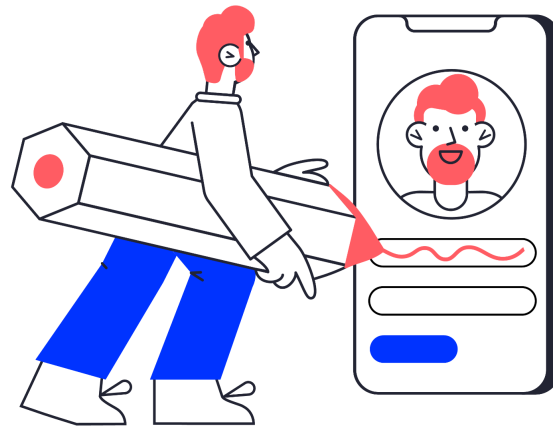
[General Terms](#)

These apply to everyone who visits and uses our online marketplace.

[Buyer Terms](#)

If you're looking to bid or buy, these apply to you.

Your account and seller status



Article 1: Register as a seller

To be able to offer objects for sale on our online marketplace, you need to register as a seller.

- **Create a seller account and declare if you're a professional or private seller**

There are two types of sellers on Catawiki – professional sellers and private sellers. You'll need to choose which you are when you register as a seller. You're a professional seller if you sell as part of your craft, trade or business (more info in our [Professional Seller Policy](#)). If you're a professional seller you'll need to provide your VAT identification number. You're a private seller if you're selling as a private individual, for example a hobbyist.

Your seller status will be indicated by either a 'Pro' or 'Private' icon next to your seller name with your object listings.

Local law and regulations might have other criteria to determine your seller status. If you falsely register as a private seller, you are responsible for any damages or claims that result from that, and you hold Catawiki harmless in this regard.

- **Payment providers**

To offer you a safe and trusted selling environment, we work with third-party payment providers. When you register with us, you will need to open an account with the relevant payment provider.

- **We may ask for more info**

If there's a compliance reason, we or our payment providers may ask you for more info. If you don't provide this info, you may not be able to sell on Catawiki.

- **Incomplete account registration**

If you sell an object but do not complete or maintain the required registration or verification with us or our payment provider, we will put your payment on hold. This also applies if you previously completed the registration or verification but are later blocked, restricted or required to complete additional checks by us or the payment provider.

If, 12 months after the buyer paid for the sale, you have not completed the registration, verification or other requirements that we or the relevant payment provider have requested from you, your right to claim that payout will expire and we will have no further obligation to pay it to you. We may use any money we hold for you to pay amounts you owe us or another user under these Terms, including refunds or other amounts payable to a buyer, and retain any remaining balance.

We may notify you of outstanding requirements through your account, by email or by other means permitted under these Terms. You are responsible for keeping your contact details up to date and checking your account for such requests.

Summary: Register with accurate information, including whether you sell privately or professionally, and complete any verification requested by us or our payment providers. We can hold your payout until this is done. If you do not complete the required checks within 12 months after the buyer has paid, you will no longer be able to claim that payout.

Article 2: Professional sellers

- **Professional sellers must comply with tax regulations**

You must follow all tax laws that apply to you as a professional seller. This includes correctly charging, reporting and paying any VAT, sales tax or income tax. You may not use our online marketplace to avoid or evade taxes. If we believe your tax info is incomplete, incorrect or fraudulent, we may suspend your payouts or account and report it to the tax authorities. If a tax authority holds us responsible for taxes, penalties or interest on your sales, you must fully reimburse us.

- **Self-certification**

Professional sellers must certify that they comply with EU law. You self-certify that you commit to only offer objects that comply with the applicable rules of EU law.

- **Professional sellers have additional responsibilities**

On the basis of applicable laws and regulations, as a professional seller, you have additional responsibilities and obligations towards us and our buyers. We expect you to fulfil all these obligations. For example, consumers have additional rights when buying from you.

- **Right of withdrawal**

If you're a professional seller, regardless of your location, a consumer living in the EU or UK sometimes has the right to cancel the sale with you within 14 days of having received the object. Where this right applies, you are legally obliged to comply with the request.

[Find out more in our EU & UK Consumer Rights Policy.](#)

- **Applying your terms & conditions**

As a professional seller, you may – next to our Terms and the [standard contract of sale](#) – have your own terms & conditions apply to a sale as long as they are not in conflict with our Terms and the standard contract of sale. You will have to mention or refer to these additional terms & conditions in the object description of your listings.

- **Professional seller status**

By registering as a professional seller, you confirm that this status is accurate. You cannot later claim to be a private seller for any sales through this account.

Summary: Additional obligations apply to professional sellers. We expect all our sellers to comply with our and local rules and regulations that apply to selling as a professional. Find out more in our [Professional Seller Policy](#).

Article 3: Catawiki Live

Some sellers also sell objects through Catawiki Live. Our Terms of Use continue to apply in full, but if you are also a Catawiki Live seller, additional rules apply.

- **Your conduct in Live**

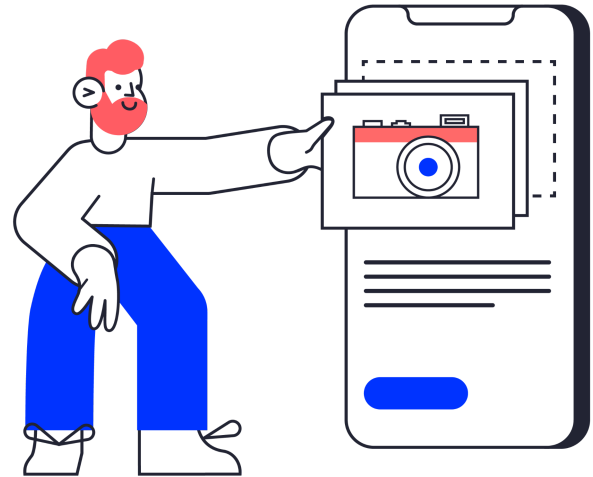
As a seller, you are responsible for your own behaviour and behaviour of your co-hosts. Your and your co-host's conduct needs to be in line with our [Catawiki Live Community Guidelines](#).

- **Catawiki Live and additional responsibilities**

By registering as a Catawiki Live seller, you acknowledge that the livestream format creates some additional responsibilities, for example around the way you conduct yourself during the livestream and what you communicate. Find out more about what is expected of you in our [Catawiki Live Seller Policy](#).

If you organise a giveaway in Catawiki Live, clearly explain the rules and what users can win. You also can only use the tooling made available to you by Catawiki. Learn more about rules to follow when doing a giveaway in our [Catawiki Live Seller Giveaway Policy](#).

Offering your
special object for sale



Article 4: Submitting your object

Once you're registered as a seller, you can start submitting your special objects on our online marketplace. Be aware of the following:

- **Submission guidelines**

Before you submit an object, make sure it's in line with our [submission guidelines](#). Meeting the submission guidelines does not guarantee acceptance and in some cases we may accept an object that does not meet every criterion. However, if your object meets these criteria, we don't guarantee that our experts will select it, as we need to take other factors into account like the number of similar objects in auction at that moment. Continuously resubmitting false or rejected objects is not allowed and might result in your account being suspended.

- **We assess if your object meets our auction criteria**

We review your object based on the description, photos, videos and other documentation you provide. We assess whether it meets the applicable category requirements and whether it can be offered in line with our submission guidelines, legal obligations and marketplace standards. This includes factors such as completeness, condition, quality of the info and expected demand.

We are not required to accept or reject any particular object, and acceptance does not guarantee a sale. We may refuse or remove a submission if it does not meet our criteria or legal requirements.

- **Providing info about your object**

As a seller, you're responsible for your submissions. When submitting an object, make sure to provide a detailed and accurate description as well as any other relevant info. The info you provide must include, but is not limited to:

- Condition and classification of the object, supported by documentation if possible.
- Any supporting documentation to confirm the object's origin, authenticity or legal status. You are responsible for promptly providing such documentation when requested by us and ensuring this info is accurate and complete, including any specific documentation or legal disclaimers required by law.
- Country of origin of the object, including whether the object is still in its country of origin and if relevant, when the object left its country of origin.
- Clear high-quality photographs and, where possible, other (audio-)visual material that accurately represent the true, current state, features and other particulars of the object. This includes any blemishes, defects or deficiencies the object may have.
- If the object you are offering is fully or partially generated using artificial intelligence (AI), you are responsible for clearly stating this in the object description. You must ensure that the listing accurately reflects the nature and origin of the object, including who created or authored it, and that it does not mislead buyers or copy protected works.
- Any documentation required to register, transfer and/or export the object, if applicable.
- Whether, or not, you set a reserve price for your object (this option may not be available for lower value objects).
- An indication of the actual shipping costs or duties, if applicable.
- Any other conditions related to the object or offer (for example, that the object needs to be picked up).

- **Pricing guidance**

We may provide pricing guidance based on data, market inputs, and, where applicable, expert input. This may include estimated values, prefilled fields, benchmarks or default inputs. If we provide reserve price suggestions or prefilled values, these are for guidance only and are not binding. You remain fully responsible for setting and confirming your final reserve price. Any pricing guidance is not a guarantee of a sale price, resale value or appraisal value.

You are responsible for reviewing and confirming all pricing details, including reserve price and shipping costs, before submitting your object. You remain fully responsible for ensuring your final prices and shipping costs are accurate and lawful.

- **We provide estimates for certain objects**

Estimates are based on the market data and information available when the estimate is prepared, including the material you submit and, where applicable, expert input. You are responsible for making sure the information you provide about the object is accurate and complete, including information about its provenance, condition, photographs and description.

An estimate is provided as guidance only. It is not a valuation, a minimum sale price or a guarantee of the object's value or selling price. We may update or remove an estimate where appropriate, for example if new information about the object becomes available. Your object may sell for more or less than the estimate, or may not sell at all. If your object is sold, you remain required to complete the sale even if the purchase price is lower than the estimate.

[Find out more about our estimates here.](#)

- **You can add a buy now option for your object**

If buy now is available for your object, you may set a fixed price at which a buyer can purchase it immediately before the auction ends. Buy now is available alongside bidding and automatically expires when the highest bid reaches the buy now price or when 24 hours remain before the scheduled end of the auction.

[Find out more about buy now here.](#)

- **Artificial Intelligence**

Some aspects of your submission, such as suggested titles or object details, may be supported or generated using artificial intelligence (AI). You remain fully responsible for your object description and we ask you to always carefully review any AI-generated suggestions before submitting your listing.

[Learn more about how we use AI](#)

- **AI visualisations**

You may use AI-generated or AI-enhanced (“AI Visualisations”) images for object presentation purposes only. AI Visualisations must be based on photographs of the actual object, must not materially alter or misrepresent it and must be clearly labelled as AI-Visualisations.

An AI Visualisation may be used as a main listing image, provided it complies with these requirements.

The listing must also include original photographs that accurately show the object, including its condition and any defects. You remain responsible for ensuring that the listing accurately represents the object and complies with these Terms. Where an AI Visualisation is misleading or contributes to an inaccurate overall impression of the object, the buyer may be entitled to a resolution on the basis that the object is not as described.

You must not use AI or other editing tools to create, alter or manipulate images or documents used to assess an object’s authenticity or provenance. This includes certificates, grading reports, invoices, hallmarks,

serial numbers, signatures, labels, warranty cards, brand markings, packaging and other authenticity or provenance evidence.

A breach may result in the removal of the listing, suspension of the Seller's account or any other measures available to Catawiki under these Terms.

[Learn more about AI Visualisations rules here.](#)

- **Applying additional conditions**

If any additional conditions apply to the sale of your special object, you'll need to mention them in the object description, for example that the object can be viewed in person.

Your additional conditions may not be in conflict with the Terms or the standard contract of sale. Find out more about the contract of sale in [Article 10 of our General Terms](#).

- **Import of cultural heritage objects into the EU**

Due to the applicable laws concerning cultural heritage, you must provide proof of provenance for the object you are selling. You can provide an invoice, notarial deed, letter from the collector you bought it from, and, if applicable, the relevant import license/statement (e.g. non-EU objects).

Please note the specific requirements may be applicable to:

- If you are an EU resident and are selling the object outside of the EU, you must ask for an export permit from the authorities of your country.
- If you are a non-EU resident and you sell an object of non-EU-origin to a buyer located in the EU, the transaction may be subject to an import license/statement, which you are required to provide. Templates for the license/statement are available.

- **Seller performance**

To help maintain a smooth and reliable marketplace for our users, we may assess your performance using seller metrics.

These metrics may include:

- how often objects you sell do not match their descriptions;
- how often you withdraw objects from running auctions;
- how often you do not supply an object after the buyer has paid;
- the shipping costs you set; and
- whether you ship objects on time.

We make information about the relevant seller metrics, including how they are calculated and how your performance compares with the applicable thresholds, available through the Seller Centre, Help Centre or another appropriate channel. The metrics and thresholds may change over time in accordance with these Terms and applicable law.

Strong performance may give you access to benefits such as badges, discounts or other financial incentives, seller programmes or increased visibility for your listings. These benefits are discretionary and may be subject to additional eligibility conditions.

If your performance falls below the applicable thresholds, we may notify you and, where appropriate, give you an opportunity to improve. If your performance does not improve, we may take proportionate measures, such as reducing the visibility of your listings, withdrawing benefits or access to seller programmes or restricting certain selling features. Where the underlying conduct also breaches these Terms or otherwise requires more immediate action, we may take other measures available to us under these Terms.

Summary: When submitting your object for sale, make sure to add all relevant info and documentation. Your description, photos, and other materials should portray the object accurately.

When it comes to your object's description, be aware of the following:

- **We can edit or translate your object description**

We may edit or translate the information you provide so that your object can be presented clearly and offered to buyers in multiple countries. This may include machine translation. We may make minor or other non-material changes without asking you first, for example to correct spelling, formatting or obvious errors.

We may also make other changes where needed to correct errors or make sure the listing accurately reflects the object. Where appropriate, we may ask you to review more significant changes before the auction starts. You

can access your objects and their final descriptions, including any changes or additions we have made, [in your submissions](#) before the auction starts.

You remain responsible for making sure the final description accurately and completely describes your object and should let us know promptly if anything is incorrect or missing. Read more about your obligations for an accurate object description in [Article 11 of these Seller Terms](#).

- **Adjusting your listing before sale**

If your object was not yet selected for sale by our expert, you can still make an adjustment to your listing in your submissions.

[Find out more about adjusting your listing before sale here.](#)

Summary: We can make suggestions and alterations to your object description. You are ultimately responsible for your object being as described and any consequences if the description is inaccurate. Find more info on [object submission and evaluation here](#).

- **You guarantee that you are entitled and authorised to sell the object**

By offering and selling an object, you guarantee that

- You own the object you offer for sale or have the full and unrestricted right and authority to offer and sell it.
- Every sale you make will be a genuine and authentic transaction.
- You are not violating any laws or regulations, including any economic sanctions laws and regulations.
- You are not infringing on any rights of third parties, including contractual rights and (intellectual) property rights.
- You are not acting in a way that is unlawful and/or fraudulent towards third parties or Catawiki.

- **You will exclusively offer your object with us**

Once your object has been accepted for sale, you must keep it exclusively available through Catawiki for as long as it is listed or otherwise available for sale through our online marketplace. During this period, you must not sell, offer, transfer or commit to sell the same object through another sales channel, including your own shop, another online platform or a private sale

Summary: Your object must be yours to sell. Only submit authentic objects that you have the right to sell. Once you list an object with Catawiki, you can't offer it for sale elsewhere.

Article 5: Your user material

- **User material**

User material is defined as all info and documentation you provide us with when submitting an object for sale (or after), such as but not limited to photographs and audio-visual material including video(s) of your object, object descriptions, certifications of authenticity, specifications, opinions, messages, offers, and/or announcements.

You understand and accept that you are responsible and liable for all user material you place on our online marketplace. You acknowledge and agree that the user material you upload or place:

- Is not misleading, inappropriate or false.
- Is not discriminatory and/or derogatory in any way or otherwise offensive and, in our opinion, is not in conflict with public morality or good taste.
- Does not contain promotional material other than material relating to the object for sale.
- Does not consist of chain letters, junk mail or spam and does not contain links to websites.
- Does not have a negative effect on the reputation of other users, Catawiki, and our affiliated companies and/or our employees.
- Is not in conflict with any applicable laws or regulations, including those relating to intellectual property, cultural heritage, export controls, consumer protection or the sale of restricted goods.
- Complies with all relevant safety, labelling and product compliance rules for the country where the object is sold. Including, for the avoidance of doubt, any Extended Producer Responsibility (EPR) laws that may apply when selling into the European Union, including registration and reporting obligations.

- Does not infringe on any rights of third parties and is not otherwise unlawful towards third parties or Catawiki. Only place user material that belongs to you or which you are authorised to use. For example, you cannot copy the object description of another seller.
- If the user material contains personal data, that it is in compliance with our [Data Protection & Privacy Notice](#) and any applicable privacy laws.

This includes making sure that, where applicable, videos do not show identifiable individuals (such as their face or voice) without their consent, or include personal data (such as licence plates or identity documents).

- **Use licence**

By submitting or placing user material on our online marketplace, you grant us a free, unencumbered, global, non-exclusive, sub-licensable, perpetual and irrevocable use licence to communicate your user material to the public and/or to reproduce (including translate) it for all purposes. Without the exclusion of other use purposes, this licence does not end when your account is suspended, deleted or you decide to stop using our online marketplace.

You will keep any ownership and intellectual property rights to your user material but agree not to assert any moral rights against us for using your user material.

- **Our use of your user material**

The use licence allows us to promote your objects and promote our online marketplace in any format and through any channel both online and offline. This licence also allows us to sublicense your user material (object description, photos and videos) to other users so they may use it to offer their objects they previously bought on our online marketplace.

To reach a wider audience, we may promote your listing on third-party websites, apps, search engines and other channels. You remain fully responsible for the content of your listing, even if we advertise it externally.

Summary: You are responsible for making sure all information, photos and videos you add truthfully represent the object, are accurate, appropriate and yours to use. By uploading this content, you allow us to use and share, including for promotional purposes on third-party channels.

Your **special object**
for sale



Article 6: When your object is for sale

Once your object is accepted by our experts, we will select an auction and timing that we believe best suits the object and help it reach interested bidders. We may group it with complementary objects to create an attractive auction for buyers. Once the auction is live, you can follow the bids as they come in.

- **Timing**

It may take some time between submitting your object and seeing it offered for sale. This allows our experts to place it in an appropriate auction, taking into account the object, related supply and expected buyer interest.

- **The object must remain available while offered through Catawiki**

Your object must remain available for sale for as long as it is listed or otherwise available for sale through Catawiki. This starts when our expert approves the submission and continues until the auction or any subsequent offer to sell has ended.

- **Adjusting your listing during auction**

In some cases you can still make an adjustment to a live listing, such as for example lowering the reserve price of your object.

Find out [more about adjusting your reserve price during the auction here](#).

- **Withdrawing an object is not allowed**

You cannot withdraw an object after you have submitted it and it was accepted and planned for auction unless we have given you explicit approval to do so. This approval is at our discretion and may not always be granted. If we approve this request, you may withdraw your object up to 1 (one) day before the object goes up for auction. Once the object is live, it is no longer possible to withdraw it.

- **Consequences of withdrawing an object**

If the auction has started and we agree to amend your listing or remove your object, you will be fully liable for any damages. You will indemnify us from all claims from third parties and other costs and damages. Also withdrawing an object before, or during the sale process or cancelling a sale will negatively impact your seller metrics (see article 4) and may result in a penalty.

- **Promoting your listings**

You may promote your Catawiki listing through your own social media or other legitimate marketing channels, provided that you do not suggest that you are part of, endorsed by or acting on behalf of Catawiki.

You must not use Catawiki listings, messages or other services to promote another sales channel such as your own or direct users to buy outside Catawiki. You must also not send unsolicited advertising or promotional messages to our users and must follow our [User Communication & Anti-Harassment Policy](#).

- **Influencing the sale is not allowed**

You must not artificially influence bids or demand for your object, including through shill bidding. You can find the rules on shill bidding and other prohibited bidding behaviour in [Article 9 of the General Terms](#). Doing so may lead to your account being suspended, receiving a penalty or any other necessary measures.

- **Removing bids**

We may remove, at our own discretion, bids from your listing which are (suspected to be) fraudulent or otherwise violating our Terms.

- **Adjusting or removing your listing**

In case of incorrect object descriptions or translation errors we may adjust the object description. In special circumstances, to maintain the integrity and reliability of our online marketplace, we may also remove your listing altogether.

We may remove a listing if we receive a valid legal request, including from another Catawiki user or a third-party, or reasonably believe that the listing, the object or its proposed sale may violate any applicable law or legal requirement.

Summary: We stand for transparent and reliable online auctions and expect the same from you. This means that once your listing is live, you can no longer retract your object. Any activities that would artificially increase the price or demand for your object are strictly forbidden.

Object **sold**



Article 7: Contracts and costs

It's sold! We hope you're happy with your special object finding its new home. Before you start shipping your object, it's good to be aware of the below:

- **You'll enter into a contract of sale with the buyer**

A binding contract of sale is formed between you and the buyer when an online auction ends with a successful highest bid, when a buyer successfully uses buy now, or when you accept a buyer's offer. The contract of sale is always between you and the buyer. Catawiki is not a party to it.

You have certain obligations under this contract of sale, including shipping your object. Find out more about your obligations in [Article 11 of these Seller Terms](#).

Find out more about the contract of sale in [Article 10 of our General Terms](#).

- **The purchase price includes taxes**

Where you are responsible for VAT or similar transaction taxes in relation to a sale, the purchase price includes those taxes, unless we clearly state otherwise. Those taxes are not charged separately to the buyer.

In some cases, Catawiki is required by law to collect, report and remit VAT or other transaction taxes in relation to a sale, for example under deemed-supplier rules. Where this applies, Catawiki will collect and remit the relevant tax in accordance with the applicable legal requirements. You remain responsible for your own tax obligations to the extent they apply to you. You can find more information about taxes when selling on Catawiki in our [help centre](#).

- **We charge a seller success fee**

We work hard to improve our online marketplace and marketing activities, attract more and new buyers and make your selling experience better. For this, we charge a seller success fee. It helps us continue investing in buyer demand, platform improvements and tools that support your success on Catawiki. This fee is usually 12.5% of the purchase price with an additional fixed amount as shown below. The seller success fee excludes VAT, which may be added where applicable. The seller success fee is deducted from the purchase price of your object. The seller success fee is non-refundable.

Price the object sold for	Seller success fee
€1	12.5%
€2 – €149	12.5% + €1
€150 – €299	12.5% + €2
€300 – €499	12.5% + €3
€500 – €999	12.5% + €5
€1000+	12.5% + €10

The amount of the seller success fee may differ for certain object categories. If that's the case, we will inform you thereof.

- **The buyer needs to pay within 3 days**

The buyer is required to pay within 3 days of the end of the auction or right away when using the buy now option. We will only ask you to ship the object once the buyer's payment has been received and successfully processed by our payment provider. This means it may take a few days before we ask you to ship. If the buyer has not paid within 3 days, we will send them payment reminders and let you know.

- **The payment period is not a statutory limit**

This means a buyer's failure to pay on time does not mean you can automatically cancel the sale. If you want to cancel a sale, you should reach out to us so we can help you with finding a solution such as sending a notice of default to the buyer with a deadline to pay. If, after this, the buyer still does not pay, in most cases you can cancel the sale.

- **We may cancel transactions if the buyer doesn't pay**

If the buyer doesn't pay, we may send payment reminders. If, despite our reminders, the buyer still does not pay, we may cancel the transaction.

[If the buyer doesn't pay we offer a variety of options to still sell your object.](#)

Summary: At the end of an auction or if the buyer successfully uses buy now, you enter into a contract of sale with the buyer. The buyer needs to pay the purchase price and other costs, like shipping and import costs. Once payment is received, it is kept safely in escrow. We also expect you to fulfil your tax obligations under the contract of sale.

Shipping your object



Article 8: Shipping or pickup

Once payment from the buyer is in, we'll inform you so you can ship, transport or arrange for the buyer to pick up the object. To make the shipping process as smooth as possible, please note the below:

- **Catawiki is not responsible for shipping**
We are not the shipping party nor the shipping company for objects. We can never be held responsible or liable for any damages during the shipping or transporting process.
- **Shipping costs**
Shipping costs must reasonably reflect the actual expected cost of shipping and handling. To help keep shipping prices fair for buyers, we may review, cap or adjust shipping costs that appear excessive or are not in line with market norms. We may also reject or modify listings where shipping costs negatively affect the buyer experience, such as not corresponding to the actual shipping cost, or the integrity of our online marketplace.

- **We may suggest shipping options**

We may provide shipping cost estimates or prefilled rates and suggest certain carriers or shipping methods. These suggestions may be based on factors such as cost, availability, service level, smart shipping eligibility and our experience on the platform.

Unless we expressly state otherwise, these are recommendations only. You remain responsible for choosing the carrier and shipping method, confirming the final shipping costs and arranging shipment.

- **Some objects have specific shipping requirements**

Some objects may be subject to specific shipping, transport or delivery requirements because of the type of object, its destination or applicable law. This may include restrictions on which carriers or shipping services can be used, age or identity checks, signature on delivery or other special handling requirements.

You remain responsible for making sure that the carrier and shipping method you choose are suitable for your object and comply with any applicable requirements. This also applies when you use smart shipping or a carrier or shipping method suggested by us.

- **You contract directly with the shipping or transport company**

This means that if anything goes wrong with the shipping or the transport of the object, you should request an investigation with the shipping or transportation company directly. We recommend that you always carefully read the terms and conditions of the shipping or transport company.

- **When shipping your object, keep in mind to:**

- **Always ship your object with valid tracking info**

Objects may only be shipped with a valid track & trace. We strongly recommend using registered and/or insured shipping appropriate to the value of your object. You are responsible for the risk of damage to and/or loss of your object during shipping until it is delivered.

- **Arrange delivery or pick-up**

Once the buyer has paid for the object, you can use our internal messaging system to arrange the shipping or transport of the object with the buyer.

- **Ship the object within 3 days of payment**

Unless the object will be picked up by the buyer, you must ship it within three (3) business days after payment, using the shipping method and carrier you selected during the submission process. An object is only considered shipped when the carrier registers a valid tracking event, such as a pickup, drop-off or scan. Adding a tracking code alone does not count as shipping. You are responsible for sharing the tracking details with the buyer and with us.

- **Carefully prepare object for shipping or transport**

You'll need to carefully package or prepare your object for shipping. You are responsible for making sure that your object arrives in good condition. As the shipping party, you can be held liable by the buyer for any damages that may arise because of a faulty shipping.

- **Cross-border sales**

If you ship an object across borders, you are responsible for complying with the applicable export, transit and customs requirements. You must obtain any required export licences, permits, declarations or other documents and provide accurate customs information. This includes declaring the full transaction value where required, which may include the sale price, shipping costs and insurance. Any price estimates or suggestions provided by Catawiki are for convenience only and must not be used for customs or tax declarations. You must not ship an object if the required export documents or approvals are missing.

- **Use shipping insurance**

In most cases of loss or damage during shipping, you will need to refund the buyer. Your shipping company won't refund you or will only pay you a small amount. Because of this, we recommend getting shipping insurance for your object. If you use [smart shipping](#), you can add shipping insurance during submission. Insurance is offered by third-party services, not Catawiki. Therefore Catawiki is not responsible for reporting insurance claims, the connected investigation, the outcome and compensation you may receive.

- **Use smart shipping**

Depending on your location, we may offer smart shipping services to you. We recommend using this if available. Smart shipping offers:

- Lower shipping costs compared with normal pricing.
- No pre-payment of shipping labels.
- Easier shipping label generation.
- More reliable tracking.

You can add shipping insurance for your object (excluding vehicles) when you use smart shipping for your orders within the EU. Shipping insurance is provided by our insurance partner and offers:

- Protection against damage, loss, and theft.
- Fair and affordable pricing.
- Quick and independent insurance claim handling.

- Coverage for all shipping companies and object types (except vehicles).

Keep in mind, if your object's final bid or buy now price goes above €10,000, it won't be covered by this shipping insurance. Other exclusions may also apply.

[Find out more about smart shipping.](#)

- **Communicate directly with the buyer if there are shipping issues**

If the object is delayed, lost or damaged during shipping or transport, you are required to cooperate with the buyer and any investigation carried out by the shipping company and offer the buyer a suitable solution based on its outcome.

If you added smart shipping insurance and there's an issue during shipping, contact our independent insurance partner immediately so they can start the insurance claim process.

[Find out more about smart shipping insurance.](#)

- **Refund excess shipping or transport fees to the buyer**

If the actual shipping or transport costs are less than the original amount you indicated, you will need to refund the buyer any excess shipping or transport costs they paid. In some cases, we can refund the buyer on your behalf and will deduct this amount from your (future) payouts. If you artificially increase your shipping and transport fees we might take certain actions such as temporarily or permanently suspending your account.

Summary: You are responsible for the object until it has safely arrived at its new destination. Therefore we recommend you carefully package your object and use insured shipping. We might offer smart shipping services to you to enhance the shipping experience for you and our buyers.

- **When shipping your object, you cannot:**

- **Drop ship your object**

You must not drop ship your object. You must not ask a supplier, manufacturer, wholesaler, retailer, fulfilment business or other third party to send the object directly to the buyer on your behalf, unless this is through an approved hub or fulfilment service.

- **Ship your object from a different address than stated in your account**

If you ship the object from a different address, you will need to cover any costs that would not have been charged if the object had been shipped from the location stated in your account (such as, but not limited to, import taxes and levies).

Notwithstanding the above, if you are based outside the EU but offer shipping from the EU as a possibility, the object must be shipped from an address within the EU. You must also provide a valid EU return address for buyers located in the European Union. Shipping options must not be used to mislead buyers or to artificially inflate shipping costs. We may remove listings where shipping info is misleading or cannot be verified.

- **Ship or transport objects to countries that are not on the list of [supported countries](#)**

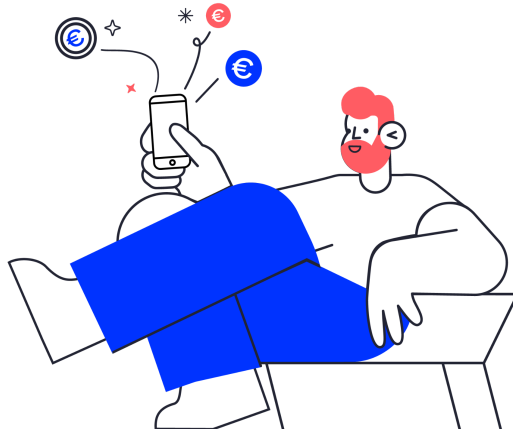
If you ship or transport an object to an unsupported country, you will in most cases not receive payment for the object.

- **Wait too long before shipping an object**

The delivery date indicated by you or the tracking info provided by the shipping company is not a statutory limit. This means the buyer cannot automatically cancel the transaction if the object arrives after this date. However, if you don't ship or transport the object in a timely manner, the buyer (or we on their behalf) may provide a notice of default with a reasonable deadline for you to ship the object. If this deadline is not met, the contract of sale can be cancelled.

Summary: It's not allowed to use a different shipping address or to use drop shipping methods. We urge you to timely ship or transport an object, otherwise a buyer might be able to cancel the sale. In this case, you need to refund us and the buyer as well as pay any potential damages.

Payments



Article 9: Payout of sold objects

Our payment providers will pay out the purchase price (minus the seller success fee and any applicable costs) after the buyer has paid in full and the applicable payout conditions have been met, provided you have completed all required registration, verification and payment requirements.

- **Your payment information**

You are responsible for ensuring that your payment information is accurate, complete and kept up to date. Catawiki cannot be held responsible for payments you do not receive because the information you provided is incorrect or outdated.

You must provide any information or documents that we or our payment service provider reasonably request to process or complete a payment. This may include information needed to verify your identity. If you do not provide the requested information, cannot complete the required registration or verification, or are required to complete further checks, we or our payment provider may delay or suspend your payout. We are not required to make a payout until the requested requirements and checks have been completed.

- **Payouts are governed by the terms of our payment providers**

We work with payment providers to handle all payments in a safe and secure manner. These payment processing services are subject to the terms of our payment providers. By selling on Catawiki you agree to follow these relevant terms, which may be modified from time to time.

- **Exchange rates may apply**

Our payment providers set the exchange rate for your object at the rate that is applicable on the date that your listing goes live. This means that your payout may be lower or higher in your own currency. We or our payment providers may also round the purchase price off to the nearest (higher or lower) whole currency unit before we pay you.

- **Make sure you follow terms and instructions from our payment providers**

For example, receiving payment may depend on you filling in all the details required by one of our payment providers. If the payment provider blocks a payment in accordance with their applicable terms, we are entitled to cancel the transaction. We can't be held liable or responsible for any damages related to a cancellation or for any failure by a payment service provider to provide payment services.

- **Buyers have 3 days to examine the object**

This 3-day period starts on the day that they have received the object. If our buyers think something is wrong with the object (e.g. not as described) they need to contact us. If in specific circumstances a buyer is not able to examine the object within this 3-day period we will notify you.

- **Suspension of payout because of buyer claim**

If a buyer opens a case about your object and we have not paid you out for this object, we may suspend your payout until the case has been resolved.

- **Suspension of payout because of other reasons**

In general your payout may be suspended if a third party notifies us there's an issue with (the sale of) your object or if you fail to fulfil your obligations towards Catawiki and/or a buyer.

- **Extending payout time**

We may extend the payout time for a sale where we reasonably determine it is required to protect the integrity of our marketplace. This includes, for example, new sellers, sellers displaying suspicious behaviour, such as suspected fraud, elevated dispute or cancellation risk or other circumstances giving Catawiki reasonable grounds to consider the seller or a transaction high risk.

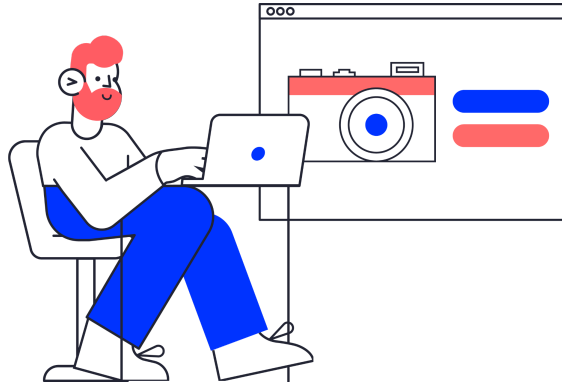
- **We reserve the right not to pay you**

If you sold an object but did not act in line with our Terms, for example the object you sold was not as described, we have the right to not pay you for the relevant object. In these cases, you agree that you will forfeit any claims you might have against us for such payments.

Summary: We make use of the services of payment providers for your payouts and expect you to follow their terms and instructions. Under certain circumstances we can suspend or withhold your payouts.

[You can find further info about our payment process in our help centre.](#)

Object not sold



Article 10: Object not sold

Sometimes your object might not sell. There are a few instances in which your object will not be sold, including but not limited to the below examples:

- If you had indicated a reserve price for your object which was not met by the highest bid at the auction.
- In the unlikely event that your object received zero bids.
- A buyer, or we on behalf of a buyer, cancels the sale.

There are a few options for making sure that you can still sell your object on or through our online marketplace. We may, for example, offer the object to other bidders or make it available in another Catawiki auction.

Depending on the circumstances, these options may be applied automatically or may require action from you. Where settings are available, you can manage your after-auction options through your account.

[You can find out what to do if your object doesn't sell by visiting the help centre.](#)

Seller obligations



Article 11: Your obligations

As a seller, you have certain obligations towards Catawiki, our bidders and our buyers. These obligations help keep Catawiki fair for both buyers and sellers.

- **You are responsible for a correct object description**

Your object needs to be as described and, as a seller, you're fully responsible for ensuring your object matches the final description, photos, and any other materials in the listing. If the object is not as described, if the object description is incorrect, incomplete, misleading or inaccurate (including photos and/or videos), you are responsible towards any third party, including the buyer.

Following [Article 14 of our General Terms](#), we cannot be held liable for any damages and costs resulting from an inaccurate or incomplete object description.

[Find out more about how we assess 'not as described' cases.](#)

- **Work towards a solution with a buyer**

If the buyer raises a concern, you're expected to actively work towards a fair and timely resolution. This usually means offering a repair, replacement or partial refund.

If you and the buyer can't reach an agreement, we may step in to help resolve the case. In such cases, we'll consider the available evidence and decide on a fair outcome. This could include refunding the buyer, paying the seller or cancelling the sale. In case the sale is cancelled, the object will usually need to be returned to you. You are responsible for providing the return shipping label and covering the return shipping cost. By selling on our online marketplace, you agree to this process and to follow our resolution proposal.

If your actions or omissions lead to us being involved in legal proceedings or another dispute, you agree to cover any reasonable costs, expenses or losses we incur, including legal fees.

- **Relisting an object**

If you relist an object you previously bought on Catawiki, we may prefill the listing with the original description and photos. You are still responsible for checking that they reflect the object's current condition and are accurate at the time of submission.

- **Your objects are authentic**

You guarantee not to sell any counterfeit objects or objects that otherwise infringe the copyright, trademark or any other rights of third parties. You must not offer unauthorised replicas or imitations or objects accompanied by forged or falsified documents. It is also forbidden to sell objects with tampered identifiers, such as serial numbers. You must also make sure that the description you provide is complete and accurate and matches the object you offer for sale. Leaving out important info, such as that an object is damaged, requires restoration, repair or replacement parts, may lead to the purchase being cancelled by a buyer.

Where we reasonably believe that an object is counterfeit, stolen, forged, unlawfully exported or otherwise prohibited, the buyer will not be asked to return the object to you. Where reasonably necessary or required by applicable law, we may ask the buyer to keep the object available, send it to Catawiki or provide it to the competent authorities.

- **Do not interfere with other seller's listings**

You will not interfere with other seller's listings on Catawiki in order to disrupt their business or positively manipulate your own listings. For example, by bidding on their objects and not paying or cancelling the sale.

- **Ship or transport your object**

Once you have sold an object and the buyer has paid, you should ship or transport the object to the buyer on time. If you refuse to deliver the object to the buyer without a valid reason (for example, a force majeure event), this can have serious consequences for you. In most cases, refusing to deliver an object to the buyer will result in a penalty.

- **Comply with laws on (online) selling, import, export and human rights**

When you sell with us, you're responsible for making sure your objects and shipping comply with the law. This means:

- Import, export and packaging rules. Your objects and packaging must follow import, export and environmental rules (including packaging and waste management and any extended producer responsibility (EPR) laws that apply in the country of sale). If needed, you must obtain licences, permits or register with relevant authorities.
- You must comply with all sanctions, embargoes, export controls and related restrictions that apply to you, us, our payment providers or the sale. You must not directly or indirectly offer, sell, pay for, receive, ship, export, import or otherwise deal with an object where this would breach those restrictions or make funds or economic resources available to a sanctioned or otherwise restricted person or entity, including an entity owned or controlled by such a person or entity.
- You are responsible for making sure that offering, selling, packaging, transporting, exporting and importing your object complies with the rules applying in the countries of origin, transit, destination and sale. Where relevant, you must obtain required licences, permits, registrations and declarations, provide accurate customs information, meet product-safety, traceability and labelling requirements and follow packaging, waste, wildlife and cultural property rules. You must not ship an object if required documents or approvals are missing.
- You must not use another person, business, payment route, shipping route, destination, intermediary or arrangement to hide or avoid a restriction. You must promptly tell us if you become aware of a sanctions, export-control or circumvention risk relating to you, an object, a transaction or a person involved in it. You must provide the information and documents we reasonably request to check compliance.
- Human rights standards. Your objects must not be made, sourced, or traded using forced labour, child labour, or in ways that go against human rights or anti-slavery laws.

If you don't follow these rules, you're responsible for any losses, claims or costs that result for us, buyers, or others.

- **Availability of your objects**

You must keep your object available and exclusively offered through Catawiki as set out in Articles 4 and 6. Once a contract of sale has been formed, you must keep the object available for the buyer and must not sell or otherwise dispose of it elsewhere while that sale remains in force. You must also complete your obligations under the sale.

- **Seller guarantee of conformity**

If you're a professional seller, you may have to provide a legal warranty to consumers. Find out more in our [EU & UK Consumer Rights Policy](#). Your responsibility for your objects continues even after payout. If an object has hidden defects, is counterfeit or is otherwise not as described, you remain liable towards the buyer and Catawiki. A payout does not release you from this responsibility and we may recover any amounts we refund to the buyer from your future payouts or by direct reimbursement.

Summary: Make sure to fulfil your obligations to us and the buyer. This includes shipping your object to the buyer upon payment and making sure that you comply with all rules and regulations that govern (the sale of) your object.

Article 12: Not fulfilling your obligations

If you do not fulfil your obligations towards us or our buyers, this directly impacts the trust and reliability of our online marketplace. It also has potential consequences for you that you should be aware of.

- **Not following these Terms**

You must follow these Seller Terms. If you breach them, we can take any of the measures set out in [Article 13 of the General Terms](#).

- **Consequences of not fulfilling your obligations**

If you don't fulfil your obligations towards us or a buyer, we may suspend or remove your listings, set off any payments owed by you against pending payouts, suspend your account or your access to our services, cancel a sale or take any of the other measures outlined in [Article 13 of our General Terms](#). In most of these cases you're automatically in default. If not, we will send you a notice of default.

If a sale is cancelled after you have been paid, we may recover the amount you owe us by deducting it from the proceeds of your future sales.

If one or more of these measures are taken, we will in most cases inform you via email, stating the reason why a measure was taken.

- **Seller account restrictions**

If we suspend or limit your account, we will try to inform you of the reasons. In case we decide to permanently limit your access to your account (i.e. terminate your account), we will try to inform you of the reasons 30 days before we terminate your account. This notice period will not apply if, amongst others:

- We are subject to a legal or regulatory obligation which requires us to terminate our services to you.
- You have repeatedly infringed our Terms.

[Read more about seller account restrictions in our help centre.](#)

- **We have the right to enforce payment due to damages**

Often your failure to fulfil your obligations will result in (financial) damages for us. We have the right to get compensation for this financial loss. We can offset these damages against any amount you owe us. If your outstanding balance is not sufficient to cover our damages, we can enforce your payment of any debt, damages and penalties owed to, or invoked by us, out of court, for example by using a debt collection agency, or in court by serving you before the court of the Netherlands.

In these cases, we can claim statutory interest from the date that you are in default and any (extra-)judicial collection costs.

- **Reporting fraudulent activity**

If your actions are fraudulent, we may report you to (international) law enforcement agencies.

- **Consequences of not fulfilling your obligations towards our buyers**

If you don't fulfil your obligations towards a buyer, it means you are in breach of our Terms and we can take any measures available to us.

The buyer can also take their own measures on the basis of the contract of sale. This includes enforcing your obligation to deliver the object and claiming any damages caused by your failure to fulfil this obligation. To do this, buyers can use out of court solutions, like a debt collection agency, or in court solutions.

In these cases, the buyer can claim statutory interest from the date that you are in default under the contract of sale and any (extra-)judicial collection costs from you.

Summary: Not fulfilling your obligations to us or the buyer could result in us or the buyer claiming damages, or taking other enforcement measures to collect payment, damages, and costs.

Article 13: Object audits and seller visits

To ensure and improve the quality of the objects on our online marketplace, we may decide to virtually or physically audit the legitimacy, provenance, and/or quality of objects offered for sale by our sellers by buying their objects, conducting research, or making a visit to inspect their objects.

- **Provenance audit**

We or a third party on our behalf might do a virtual check of an object you offer for sale through Catawiki to review legitimacy, provenance, and quality. These object audits are not targeted and are conducted either consistently or randomly.

- **Physical object audit**

We or a third party on our behalf might purchase an object you offer for sale through Catawiki to physically review legitimacy and quality. These object audits are not targeted and are conducted randomly. The main criteria for such an object audit are to check if the object conforms to:

- Its object description.
- Our submission guidelines.

Following the audit, the sale of the audited object will be cancelled and the object will be returned to you, unless agreed otherwise. You will be responsible for refunding us the purchase price paid for the object.

- **Objects that pass the audit**

All objects that successfully pass their audit may be relisted and resold on Catawiki.

- **Objects that fail the audit**

If any of your objects were not successful in the audit, we will return these objects to you but they cannot be resubmitted for sale. In some cases, for example counterfeit objects, we might need to destroy the object or hand it over to a law enforcement authority.

- **Costs of the audit and measures**

If your object passes the audit, you will only need to refund us the purchase price and we will bear the full costs of such an audit. If your object fails to pass the audit, you agree to refund us the purchase price and all reasonable costs which we incurred in conducting the object audits. These can include but are not limited to:

- Shipping costs (both ways).
- Custom duties or taxes (pre-)paid by us.
- Audit costs, for example, costs of a third-party expert.

If your objects fail an object audit we may take further appropriate measures, including issuing penalties, in accordance with [Article 13 of our General Terms](#).

- **Seller visits**

To ensure that we and our sellers are complying with laws and regulations, including economic (sanction) laws, and to physically review legitimacy and quality of certain objects before they are offered for sale, we may decide to physically inspect any objects at your premises before (potentially) listing the objects for sale through Catawiki.

- **Responsibility for your objects**

As a reminder, even if your objects were the subject of an object audit or we made a seller visit, you are always responsible for ensuring your objects are as described when submitting them for sale on Catawiki. We cannot be held liable for the selection, description, conformity or quality of any object, regardless of whether it has been the subject of an audit or inspection during a seller visit.

Summary: To help keep our marketplace safe and high quality, we may audit objects you sell – either virtually or by buying them and inspecting them on-site. These checks help verify legitimacy, provenance and quality. You remain fully responsible for the accuracy of your listings, even if your object has passed an audit.