

Vinted Mediation Scheme Rules

(August 2026 edition)

These Rules apply to application forms received by CEDR on or after 17 August 2026 and should be read in conjunction with any further information that can be found at:
<https://www.cedr.com/mediation-services/schemes/vinted-mediation-scheme>).

1 General

- 1.1 The Vinted Mediation Scheme ("the Scheme") is administered by Centre for Effective Dispute Resolution ("CEDR"). The Scheme provides an informal and independent way of mediating disputes between Vinted Platform Limited ("Vinted") and certain users ("the User") by way of a voluntary, non-binding adjudication process ("the Mediation").
- 1.2 The Mediation will be undertaken by an independent mediator ("the Mediator") from the Vinted Mediation Panel ("the Panel") of CEDR, that it maintains for these purposes.
- 1.3 The Mediator appointed under these Rules will make a decision on the dispute by considering the information received from the User and Vinted. This decision will be either: to make one or more recommendations that Vinted take action or to make no recommendation.
- 1.4 Any recommendation of the Mediator is non-binding.
- 1.5 Applications to the Scheme will be accepted from Users or their nominated representatives. If a User wishes to nominate a representative to act on their behalf, the User must provide signed authority with their application to the Scheme confirming that they agree to the representative acting on their behalf.
- 1.6 Any decision made by the Mediator appointed under these Rules applies only to the specific dispute referred. Under no circumstances does a decision made by the Mediator set a precedent.

2 Scope of the Scheme

- 2.1 The Scheme can be used to settle an unresolved dispute between the User and Vinted provided that all of the following conditions are satisfied:
 - 2.1.1 The User must have their primary residence in the UK and used <https://www.vinted.co.uk/> or the UK Vinted app; and
 - 2.1.2 The User must have exhausted Vinted's appeal process or be in the situation where the issue they submitted to Vinted's support services has been closed and the User remains dissatisfied with the resolution provided.

2.2 The Scheme cannot be used to settle a dispute that falls into one or more of the following categories:

2.2.1 Where one or more of the conditions set out at Rule 2.1 above are not satisfied at the time the User applies to the Scheme;

2.2.2 Where the details of the dispute set out in the User's application form materially differ from those details that were provided in the course of satisfying the conditions set out at Rule 2.1;

2.2.3 Where the dispute has been referred to a court and a judgment has been issued by that court before the Mediator makes a decision;

2.2.4 Where the User and/or Vinted notifies CEDR that they withdraw consent to participate in the Mediation.

2.3 If the dispute falls into one or more of the categories identified at Rule 2.2 above, the dispute will be withdrawn from the Scheme.

3 Applying to use the Scheme

3.1 To apply to use the Scheme, the User must send to CEDR a completed application form, which is available on the Scheme website. If the User requires any special assistance with their application, they can contact CEDR via email and reasonable adjustments will be made in line with the CEDR reasonable adjustments policy, which can be found on the CEDR website.

3.2 On the application form, the User must detail the following:

3.2.1 Their email address connected with their Vinted account or the username of their Vinted account.

3.2.2 The precise details of the issues in dispute, and if the issues involve a transaction on Vinted, the following details of the transaction: item name, transaction number, date of transaction, username of the other member involved in the transaction; and

3.2.3 The recommendation(s) that the User is requesting the Mediator to make.

3.3 The User must supply with their application any supporting documents on which they wish to rely.

3.4 The User is encouraged to clarify the claim and the recommendation(s) sought in as much detail as possible.

4 The adjudication process

4.1 The Application

4.1.1 When an application form meeting the requirements set out at Rule 3.2 is received by CEDR, CEDR will send to the User an email acknowledgement of receipt along with a case reference number. Both the User and, subsequently, Vinted must quote this case reference number in all correspondence with CEDR regarding the case.

4.1.2 Upon receipt of CEDR's confirmation and the case reference number, the User will have a period of three working days to make any amendments or additions to the application, including the provision of further evidence. After this period, the User may not submit any further amendments, additions, or evidence unless in direct response to a request from the Mediator under Rules 5.2.2 and/or 5.2.4.

4.1.3 After the expiry of the period set out at Rule 4.1.2, CEDR will make an initial assessment within 10 working days as to whether or not the dispute falls within the scope of the Scheme. This assessment will be made by reference to Rules 2.1 and 2.2 above.

4.1.4 If CEDR considers the User's application to be valid, it will notify Vinted by sending an electronic copy of the User's application form and all supporting documentation, along with the case reference number ("the notification").

4.1.5 Once the notification is deemed to have been received by Vinted, it has 15 working days in which to either:

4.1.5.1 Object to CEDR dealing with the dispute if it considers the dispute to be entirely outside the scope of the Scheme; or

4.1.5.2 Send CEDR its written response to the User's claim (CEDR may, at its own discretion, grant Vinted an extension of the deadline for providing a response).

4.2 Objections

4.2.1 Within the timescale at Rule 4.1.5 above, Vinted can object to CEDR dealing with the dispute if it considers the dispute to be outside the scope of the Scheme.

4.2.2 In making an objection, Vinted must contact CEDR and clearly outline one or more reasons under Rule 2.2 above as to why the dispute is outside the scope of the Scheme.

4.2.3 CEDR will review Vinted's objection and decide whether or not the objection is upheld. This decision will generally be communicated to the parties within three working days of the objection being received by CEDR.

4.2.4 If Vinted's objection is not upheld by CEDR, the case will remain active, and an additional three working days will be added to the timeframe under Rule 4.1.5 for Vinted to submit a response or make a further objection. This time extension can be applied only once per case, and no time extensions will be given to any subsequent unsuccessful objections made by Vinted. The Mediator who is subsequently appointed to determine the dispute will be provided with all objection correspondence.

4.2.5 If Vinted's objection is upheld, CEDR will write to the User to advise them of this and the reasons given for the objection. The User will then have a period of 10 working days to contact CEDR and provide evidence as to why the case is valid. Upon receipt of the User's response, CEDR will decide whether or not to reinstate the case, generally within three working days.

4.2.6 In the event that the User responds to CEDR within 10 working days after receipt of correspondence from CEDR regarding the objection being upheld, and CEDR decides that the case falls within the scope of the Scheme, the case will be reinstated and Vinted will be given 15 working days to make a further objection or to file a response.

4.2.7 If the User makes no contact with CEDR within 10 working days of Vinted's objection being upheld, or CEDR does not consider that the case falls within the scope of the Scheme following receipt of the User's response, the case will be withdrawn from the Scheme.

4.3 The Response

4.3.1 When CEDR receives Vinted's response, a copy of it will be sent to the User for their information only.

4.3.2 After Vinted submits its response, Vinted will have a period of three working days to make any amendments or additions to the response, including the provision of further evidence, if required. After this period, Vinted may not submit any further amendments, additions, or evidence unless in direct response to a request from the Mediator under Rules 5.2.2 and/or 5.2.4.

4.3.3 Upon receipt of the response (including any amendments and/or additions), CEDR will assign a Mediator from its Panel.

4.3.4 After having received both Vinted's and the User's submissions, the Mediator may make requests for clarification purposes regarding either party's submissions, subject to the requirements set out at Rule 5.2.2. The Mediator will outline the relevant timescales for the submissions. Once the Mediator determines that no further clarifications are necessary, they will proceed to make a decision based on both parties' submissions.

4.3.5 If Vinted does not submit a response to CEDR within the time allowed, unless otherwise agreed with the Mediator, the Mediator will have the discretion to proceed to make a decision considering only the information provided by the User.

4.4 The Decision

4.4.1 The Mediator appointed under these Rules will make a decision by considering the submissions and evidence received from the User and Vinted. CEDR aims for decisions to be issued within 20 working days of receipt of Vinted's response. However, in some instances, the Mediator may require a longer period of time to issue their decision.

4.4.2 The Mediator's decision will be set out in writing and will include reasons for the decision. The Mediator will send a copy of the decision to CEDR when complete.

4.4.3 Once CEDR receives a decision from the Mediator, it will send copies to both the User and Vinted simultaneously.

4.4.4 The implementation of any recommendation(s) made by the Mediator in the decision will be at the sole discretion of Vinted.

4.4.5 The Mediator's decision cannot be appealed or reviewed under any circumstance. CEDR is unable to enforce compliance with the Mediator's decision. CEDR is also unable to apply penalties or sanctions to Vinted for failing to comply with the recommendations outlined in the Mediator's decision.

4.4.6 Once the Mediator's decision has been sent to both the User and Vinted, CEDR's involvement in the dispute will fully end and the Scheme's process will be deemed to be completed.

5 Powers of the Mediator

5.1 The Mediator will be fair and unbiased at all times and will make a decision that is in line with the relevant law, any relevant codes of practice, and contracts between Vinted and the User. The Mediator will act quickly and efficiently.

5.2 The Mediator has the power to do any of the following:

5.2.1 Change any of the time limits set out in these Rules;

5.2.2 Request additional evidence, documents, comments and/or clarification from either party and set time limits within which the respective party must respond to such requests.

N.B. Any requests made by under this Rule must:

- be restricted to understanding the information already provided in the party's respective submissions (including requesting documents mentioned but not supplied); and
- be formulated as specific, individual questions, and shared simultaneously with both parties.

5.2.3 Proceed with the Mediation if either the User or Vinted does not keep to these Rules or any instruction or direction made pursuant to these Rules;

5.2.4 Consult any relevant evidence not presented by the parties (but the Mediator must tell the User and Vinted about such evidence and allow them to provide comments);

5.2.5 Review and process responses to requests made under Rule 5.2.2 and 5.2.4 as follows:

5.2.5.1 all responses must be shared with all parties and should be limited to answering the specific questions posed;

5.2.5.2 if the Mediator deems it necessary to invite the other party to comment on a response obtained under Rule 5.2.2, this comment must follow the same requirements; and

5.2.5.3 where a response from one of the parties is either submitted outside of the time limit specified by the Mediator, or its entire content bears no relevance to the request made by the Mediator or the evidence provided for comment, the Mediator will not consider that response and will provide the parties with an explanation of the rationale for non-consideration.

5.2.6 End the Mediation if, in the Mediator's opinion, the entirety of the dispute falls outside the scope of the Scheme (there is no appeal if the Mediator decides to end the Mediation).

6 Costs

6.1 Neither the User nor Vinted is obliged to use legal representation, although either party is free to do so if they wish.

6.2 The User and Vinted must pay their own costs of preparing their cases to CEDR. By using the Scheme, each party agrees not to take any legal action against the other to recover such costs.

7 Confidentiality

7.1 No party involved in the Mediation will give details of the Mediation or the decision (including the reasons for it) to any person or organisation not directly involved in the Mediation, except to companies affiliated to either the User or Vinted, and their representatives. The User covenant and agree that neither they nor their representative or assigns will make any negative or disparaging statements about Vinted, whether public or private, whether written or oral, and the User will not initiate, contribute to, and/or participate in any news or media coverage concerning Vinted, the Vinted released parties, their principals, owners, employees, the allegations, the claims, or the settlement itself except for as described in this Section.



7.2 By using the Scheme, the parties agree that CEDR may gather, retain and publish statistics and other information in relation to cases.

7.3 The processing of personal data is subject to the UK data protection legislation and the EU General Data Protection Regulation (GDPR). Personal data submitted to CEDR may be shared with Vinted for the purpose of resolving the cases. More information on the processing of personal data is available in the relevant privacy notices:

Vinted Privacy Policy: <https://www.vinted.co.uk/privacy-policy>

CEDR Privacy Policy: <https://www.cedr-assist.com/privacy-policy-cedr-assist>

8 Other Rules

8.1 CEDR will appoint a substitute Mediator from the Panel if the Mediator originally appointed is unable to deal with the dispute for any reason. CEDR will inform the parties if such an appointment is made.

8.2 With the exceptions of amending a decision following any minor error or providing clarification on a specific point regarding the Mediator's decision, neither CEDR nor the Mediator will be obliged to enter into correspondence relating to any decision.

8.3 If the User or Vinted has a complaint about the quality of service provided in the course of the administration of a case, the complaint should be made through CEDR's published complaints procedure, copies of which are available on the CEDR website. The complaints procedure cannot be used to challenge the content or outcome of the Mediator's decision, the decision process adopted by the Mediator, the Mediator, process or the content of these Rules.

8.4 The Scheme, including these Rules, may be updated from time to time. Disputes will be settled according to the Rules in force at the time the User applies to use the scheme.