How to connect Stripe as a seller

A buyer pays by card through Stripe. The money for a sold object goes to your own Stripe account, and from there to your bank account. You set it up once, in about 10–15 minutes.

This guide is for anyone who decides not only to buy but also to sell on CoArt Market: every registered user has the same features.

What you will need

- **Your CoArt Market account** – signed in.
- **An identity document** – a passport or an ID card. Stripe may ask you to photograph it with your phone.
- **A phone number** – Stripe sends a code to it.
- **A bank account in your own name** – in most of Europe that is its IBAN; elsewhere Stripe asks for the bank details used there (in the US, the account and routing numbers). An account of your spouse, a relative or a friend will not do: under Stripe's rules, the holder of the Stripe account must be the holder of the payout account. A personal account at Revolut or another online bank works, if it is in your name.
- **You live in a country where Stripe opens accounts for sellers**: the European Economic Area, Switzerland, the United Kingdom, the United States and Canada. Stripe does not yet open seller accounts in Iceland, Montenegro, Israel or the United Arab Emirates.

1 On CoArt Market

1. Sign in to your account on coart.market.
2. Open your profile → the **Account** tab → the **Payouts** section at the bottom → **Open payouts**. Or go straight to coart.market/profile/payouts
3. In the **Stripe** section, under **The country you live in**, choose the country where you live. This matters: Stripe opens the account in that country, and it cannot be changed later.
4. Press **Continue with Stripe**. Stripe's form opens on the same page.

2 In Stripe's form

The form is Stripe's own; CoArt Market does not see what you enter in it. Stripe will ask for:

1. **Your phone and e-mail** – you confirm them with a code.
2. **Your personal details** – your name as in your document, date of birth and address. You sell as a private person, so no company details are needed.
3. **Your document** – if Stripe asks, photograph your passport or ID card with your phone.
4. **Your payout account** – the bank details of the account in your name (in most of Europe, its IBAN).
5. Check the summary and press the confirmation button at the end of the form.

You can stop and come back later: on the Payouts page the form opens where you left off.

3 What you will see next

The Stripe section of the Payouts page always says where you stand:

- **Stripe still needs a few details from you** – the form is not finished. Open it below and complete it.
- **Stripe is checking what you sent** – Stripe is reviewing your details; nothing is needed from you. **Check again** asks Stripe once more.
- **Verified by Stripe** – done. Buyers can pay you by card, and your Stripe balance appears below.
- **Stripe has stopped card payments to this account** – Stripe has paused something. Open the form and read what it says. If it is not clear what to do, write to us at contact@coart.market.

4 How the money reaches you

1. **The buyer pays.** The money for the object (less CoArt Market's commission) is credited to your Stripe account and waits there until the sale closes. You see it on the Payouts page under **Your balance at Stripe**.
2. **You hand the object over** to the logistics company, which delivers it to the buyer.
3. **The sale closes** (Closing): when the buyer accepts the object, or when 48 hours have passed after delivery without a claim.
4. **The payout to your bank account.** After Closing, CoArt Market asks Stripe to pay the money out to the bank account you gave. You do not need to press anything. If Stripe makes the money available later, the payout goes on the day it becomes available.

> Each of your sales in your CoArt Market profile says where its payout stands. If you live outside the euro area, Stripe converts the amount into your account's currency, and the Payouts page says so.

Questions sellers ask

Can I give my husband's, wife's or relative's account?

No. Stripe pays only into an account you hold. Once the money is in your account, it is yours to use as you wish.

Can I be paid to a bank card?

Not in Europe: Stripe pays out to a bank account (IBAN). The account behind your card usually has an IBAN – give that one.

How do I change my payout account?

In your Stripe Express dashboard: Settings → Payout details. If you have already been paid out, Stripe asks for the previous account's details and a code sent by SMS.

I pressed Continue with Stripe and saw an error.

Send a screenshot to contact@coart.market. If the error says "Nothing was created", nothing was created, and you can safely press the button again later.

What if I live in a country where Stripe does not open accounts?

Write to us – we will find another way for you to be paid for your sale.

See also: how CoArt Market works and how to photograph a painting.

CoArt Market Team