

Expectations for Owners & Renters

Introduction

There are a few guidelines that every owner and renter need to abide by as part of our Terms & Conditions.

Haven't read our terms and conditions? You can find them at the bottom footer of our website.

These guidelines are common knowledge to most of us, but please take the time to read through them. We suggest printing them off and keeping a copy handy.

Please Note:

Failure to meet these expectations is a violation of Rent My Gear's terms & conditions and may result in bad feedback or in some cases, your account may be terminated and / or reported to the police if a law has been broken.

Our Website connects Owners of gear with other people who want to rent this equipment. We cannot control the content of such listings or the condition and suitability of this gear, and accordingly have no responsibility or liability for any rental arrangements that result from use of this Website.

Expectations for Owners

1 HONESTY

You are required to complete your profiles and listings honestly. Remember you are responsible for any representations as to the condition and suitability of your own rental gear.

An accurate reflection of your profile description including industry experience etc... is required to be factual.

You must own or have permission from the owner of the gear if you are renting it.

Your gear listings are to include accurate information about any faults, missing parts or any element that may affect a user's ability to use the equipment or decision making when requesting a rental from you.

2 INSURANCE

You are responsible for your own equipment and insuring that equipment for rentals made through the Rent My Gear website.

Rent My Gear Ltd takes no responsibility for any damaged or stolen equipment resulting from rental arrangements made through its website.

You are required to give accurate information regarding your insurance situation on each item. Failure to do this may result in losing any compensation for damage caused to your gear or in some circumstances, legal action being taken against you by another user.

If you have insurance, this may not cover you for renting out equipment to other people. Please read our Safe Insurance Guide for more information on how to get covered.

If you allow renters to provide their own insurance, we recommended checking their insurance papers before or on the pickup date and making / requesting copies.

3 BE RESPONSIBLE

Before you hand over your location, we recommend requesting the user's phone number and speaking with them over the phone. Get a sense of who they are before handing over your address.

4 PREPARING EQUIPMENT

You are expected to ensure that the equipment you are renting is in its best possible state when a renter picks it up.

This includes adhering to New Zealand health & safety requirements, cleaning your equipment, checking for faults, missing items and making sure all batteries are charged etc...

We also recommend making a list of the items (large & small) that you are renting and keeping a copy in each case / bag and also at your residence / office.

5 BE READY

You are expected to organise a time & location and have the gear ready at that time & location for the renter.

Failure to do this, may result in bad feedback.

6 TAKING RESPONSIBILITY FOR THE PROCESS

This is your gear that you are renting out. Own the process.

We provide several resources to help you with this in our resources section (under your profile settings) but it is your responsibility to ensure your gear is rented safely.

We recommend printing out copies of our Gear Checklist, Safe Renting Guide, Safe Insurance Guide and our Rental Agreement Template.

Know the process in case something goes wrong.

7 NO ONE TURNED UP?

If your renter never turned up to pickup the gear, you may be entitled to their deposit as an inconvenience fee.

(Please see section 11 of the terms & conditions)

If the renter does not show up, try contacting them on Rent My Gear's messaging service or on their phone number if they gave it to you. They may have made a mistake.

If this fails, please cancel the booking and contact Rent My Gear Support directly and we will assist you as best as we can and if appropriate, organise the deposit to be paid to you.

support@rentmygear.co.nz

8 DEPOSITS, CANCELLATIONS, REFUNDS & FEES

Please see sections 10, 11 & 12 of our terms & conditions for information on these processes.

9 TAKE PICTURES AND CHECK ITEMS WHEN THEY ARE RETURNED

Encourage the renter to take pictures of the equipment when they pick up the gear.

We suggest you do the same.

We also suggest completing & signing our Gear Checklist template and when the equipment is returned, checking all the items are still there and signing that it has returned in the same condition.

10 LATE RETURNS

There is not a lot that Rent My Gear can do about late returns.

We suggest writing custom conditions in our Rental Agreement Template and signing this with the renter when they pick up the gear.

If a circumstance occurs when a user returns the equipment late and refuses to adhere to the agreed conditions, it is up to you to decide what to do next.

You may need to seek legal advice on how to deal with the situation appropriately.

Alternatively, it is also your right to leave appropriate feedback.

If you believe your gear has been stolen, we suggest calling the police, however we do not give specific legal or insurance advice to users.

11 DAMAGE & OTHER ISSUES

If something has been damaged, it is between you, the renter and your insurance companies.

We strongly recommend that you use our rental agreement template in our resources page. In this document you can state who pays the insurance excess if something goes wrong and what happens if the repair or replacement costs are lower than the insurance excess. This should be signed by both parties before or during pickup.

If a law has been broken, we suggest calling the police, however we do not give specific legal or insurance advice to users.

12 REVIEWS

It is expected that every user gives honest, appropriate and respectable feedback.

Abusive language or language considered inappropriate may result in the termination of your account.

13 MESSAGES

It is expected that every user communicates respectfully.

Abusive language or language considered inappropriate may result in the termination of your account.

Expectations for Renters

14 HONESTY

You are required to complete your profile and booking requests honestly.

An accurate reflection of your profile description including industry experience etc... is required to be factual.

When you request bookings, the required information about who will be using the gear, where you will be using the gear and any hazardous conditions must be filled out honestly and accurately.

15 INSURANCE

You are responsible for insuring yourself when renting equipment. Often the owner will offer an easy insurance option, which allows you to use their insurance and add 10% to your booking to cover these costs.

Rent My Gear Ltd takes no responsibility for any damaged or stolen equipment resulting from rental arrangements made through its website.

If the owner has allowed you to use your own insurance, you must provide proof of this policy to the owner before or on the pickup date.

You are required to give accurate information regarding your insurance situation.

Failure to do this may result in losing any compensation for damage caused to gear or in some circumstances, legal action being taken against you by another user or their insurance company.

If you have insurance, your existing policy may not cover you for renting out equipment to other people. Please read our Safe Insurance Guide for more information on how to get covered.

16 BE ON TIME

You are expected to organise a time / location and arrive at that time.

Failure to do this, may result in bad feedback or cancelled bookings.

17 TAKING RESPONSIBILITY FOR THE PROCESS

Renting other people's equipment can be risky if not done safely.

We provide several resources to help you with this in our resources section (under your profile settings) but it is your responsibility to ensure you rent gear safely.

We recommend printing out copies of our Gear Checklist, Safe Renting Guide, Safe Insurance Guide and our Rental Agreement Template.

Know the process in case something goes wrong.

18 IF YOU FAIL TO TURN UP

If you fail to turn up to pickup the gear, the owner is may be entitled to your deposit as an inconvenience fee.

(Please see section 11 of the terms & conditions)

19 DEPOSITS, CANCELLATIONS, REFUNDS & FEES

There is a 48 hour no-cancellation period. If you cancel within 48 hours of the pickup time, you will lose your deposit.

Please see sections 10, 11 & 12 of our terms & conditions for information on these processes.

20 TAKE PICTURES AND CHECK ITEMS WHEN THEY ARE RETURNED

We suggest you take pictures of the equipment when you pick up the gear.

We suggest you share these with the owner.

We also suggest completing & signing our Gear Checklist template and when the equipment is returned, checking all the items are still there and signing that it has returned in the same condition.

21 LATE RETURNS

If you return gear late, the owner may request that you pay extra money or place bad feedback about you.

If you feel that you need the gear longer than expected, we suggest contacting the owner as soon as possible to make an arrangement.

Depending on the length of time, keeping the gear outside of the rental agreement may be considered theft and the owner may eventually consider calling the police.

We suggest writing custom conditions in our Rental Agreement Template and signing this with the owner when you pick up the gear.

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