

Safe renting for **owners**

1) You are responsible

When you rent through Rent My Gear you are still responsible for the equipment, so make sure your gear is covered by insurance. See the Safe Insurance Guide on our Resources page for more info.

2) Getting a request

Make sure you take the time to assess the profile of the user requesting to rent your gear. You can see their feedback, rental days, response rate & completion rate. You can also ask them questions.

3) Checking insurance

Check the insurance details! How old are they? Where will they be using the equipment? If they have their own insurance, make sure they show you before they pick up the gear.

4) Approval

Happy to proceed? Once you approve a request, the booking is confirmed. Organise a pickup / dropoff time and exchange details. If something doesn't feel right? You can cancel anytime.

5) Organising your gear

It's important that you clean and organise your gear before pickup. Print out the Gear Checklist and Rental Agreement Template on our resources page and have them ready when the renter picks up the gear.

6) The pickup

Take pictures of the equipment with your renter, fill out the checklist and go through the insurance details together. Discuss the process if something goes wrong. Take the amount owed to you.

7) The dropoff

ALWAYS check the equipment together when it is returned and sign the gear checklist. Turn on the equipment, make sure it is working, check fragile parts for damage. This is the most important step.

Safe renting for **renters**

You are responsible

If you break the equipment, you could be liable so make sure that you check the owner's insurance details or the policy you are using. See our Safe Insurance Guide on our Resources page for more info.

Sending a request

Make sure you take the time to assess the profile of the owner of the gear. You can see their feedback, rental days, response rate & completion rate.

Tell the truth

If an owner is asking you questions, tell the truth. If something happens to the gear and you've lied about what you are doing, then you could be liable for replacement costs.

Be Organised

Request approved? Message the owner, organise a pickup / dropoff time and exchange details. Be aware that if you cancel within 48 hours of the pickup time (6am for AM bookings, 5pm for PM) you will lose your 10% deposit.

Be prepared

Be diligent & print out the Gear Checklist and Rental Agreement Template on our resources page and have it ready in case the owner doesn't have a copy. Don't forget your insurance papers if you are using your own insurance.

The pick up

Take pictures of the equipment with the owner, fill out the checklist & agreement and go through the insurance details together. Discuss the process if something goes wrong. Pay the amount that is owed.

The dropoff

ALWAYS check the equipment together when it is returned and sign the gear checklist. Turn on the equipment, make sure it is working, check fragile parts for damage. This is the most important step.

What if it all goes wrong?

I broke the gear!

We encourage our users to ensure the gear is covered by insurance before renting it out. If something happens to the gear, call the owner immediately & contact the insurance company.

They stole the gear!

In the highly unusual circumstance that you think the user has stolen your gear, it will be a matter for the police and your insurance company. Rent My Gear will assist where possible: support@rentmygear.co.nz

They're late bringing the gear back!

That sucks. There's not a lot we can do about that. When it's returned, it's up to you what you do, but we suggest requesting the owed amount and writing appropriate feedback.

Cancelled at the last minute!

If a renter cancels within 48 hours of the booking, the owner will receive the 10% deposit paid by the renter. Cancelling a booking will affect a user's completion rate and possibly their feedback.

I never agreed to this!

If you feel that the other user is not playing by the rules or has not met the agreed terms, you have the right to cancel the booking anytime and give appropriate feedback.

I got abused

If you think a user is dodgy or saying inappropriate things, let us know straight away and we will assess each situation case by case: support@rentmygear.co.nz

They refused to pay

We suggest the amount owed is paid on OR before pickup. No money, no rental. You have the right to refuse the rental if you're not happy with the payment arrangement.