

# Sample FAQs for Leechy App

## **Booking & Cancellations**

- Can I cancel a booking after accepting it?
- What happens if a renter cancels last-minute?
- Will I be charged a fee for canceling a booking?
- Can renters reschedule their bookings?

## **Returns & Late Fees**

- What if the renter is late returning my item?
- Can I charge a late fee if they return it after the agreed time?
- What if the item is never returned?

## **Delivery, Pickup, and Logistics**

- How do I deliver the item to the renter?
- Can I offer local pickup instead of delivery?
- Is delivery included in the rental price?
- What should I do if the renter doesn't show up for pickup?

## **Item Condition & Returns**

- What if the item is returned damaged?
- What if parts are missing from the returned item?
- Do I have to clean the item before listing it?

- Can I ask renters to return items in the same condition?

## 1. “Find me something...”

### **Use Case: Product Discovery**

“Find vintage glasses under \$20”

“Show me trending items this week”

## 2. Quick Seller Help

### **Use Case: Seller Support**

“Help me list a vintage purse”

“What price should I set for this jacket?”

## 3. How do I pay?

### **Use Case: Guide users through checkout**

“Can I use PayPal?”

“I’m getting a payment error”

## 4. Order Status

## 5. Can I return this?

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