

# FAQs for Leechy App

## Can I offer local pickup?

Yes! When you create or edit your listing, simply select “Local Pickup” as a delivery option and enter your preferred meeting location. Renters will see that pickup is available and can request to meet you there instead of paying for shipping.

## Can I cancel a booking?

You can cancel a booking without penalty up to 24 hours before the rental start time. If you cancel inside that 24-hour window, a small cancellation fee may apply to compensate the renter. To cancel, go to **My Rentals**, select the booking, and tap **Cancel Booking**.

## How do I deliver an item?

You have two main options:

1. **Shipping:** Package your item securely, purchase a prepaid label in the app, and drop it off at your chosen carrier. Leechy will email the renter the tracking number.
2. **Local pickup:** Arrange to meet the renter in person at a public location you specify when listing.

## What if the item is damaged?

First, document the damage with clear photos. Then, within 24 hours of return, file a damage claim in the app. Leechy’s protection policy will cover repair or replacement costs up to the item’s insured value.

## Do I have to clean it?

Yes—list and hand off your item in “ready-to-use” condition. A basic clean (wiping, dusting, laundering) is expected; any extra cleaning fees for excessive dirt can be deducted automatically through the protection policy.

## Show me trending items

Right now, our most rented items include: **Electric bikes & scooters, 4K action cameras & drones, Portable projectors, High-end power tools**

## Find storage space

Leechy lets you both rent out and rent **storage spaces**. Check the **Storage** category to find available garages, spare rooms, or self-storage units near you. If you have unused space, you can list it under “Storage” and earn by hosting others’ belongings.

Question: What kind of items can I rent out?

Answer: Any household items such as womenswear, menswear, sports, tools & machinery, furniture, toys & games, transportation, books, workout, electronics, party, outdoors, etc. Think about items you only use occasionally– those make great rentals!

Question: When will my payout arrive?

Answer: 2-3 business days.

Question: Are my items insured?

Answer: Yes, all items are insured and covered in case of any damage or stolen items.

Question: Is my address shown?

Answer: No, your address is not shown to users who click on your profile to view your items. Your address will only be shown once a booking request is sent to you and you successfully accept the request.

## **Booking & Cancellations**

Can I cancel a booking after accepting it?

A: You can cancel up to 24 hours before the start time without penalty. After that window, canceling may incur a fee—check your cancellation policy in Settings.

What happens if a renter cancels last-minute?

A: If they cancel within 24 hours of the start time, you'll receive a full payout and keep the item available for re-booking.

Will I be charged a fee for canceling a booking?

A: There's no fee if you cancel more than 24 hours before the rental. Cancelling inside 24 hours may trigger a small penalty to compensate the renter.

Can renters reschedule their bookings?

A: Yes. Renters can request to reschedule up to 12 hours before pickup/delivery; you can approve or decline.

## **Returns & Late Fees**

What if the renter is late returning my item?

A: After the agreed return time, a late fee accrues at the rate you set when listing the item.

Can I charge a late fee if they return it after the agreed time?

A: Absolutely—just set your late-fee policy (e.g., \$10/hr) when you create the listing. Leechy will automatically calculate and collect it.

What if the item is never returned?

A: File a “missing item” report in the app within 48 hours; our protection policy covers replacement costs up to the item’s listed value.

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

How do I deliver the item to the renter?

A: You can ship via any carrier—just purchase a prepaid label in the app. Or choose local pickup and meet at a safe public location.

Can I offer local pickup instead of delivery?

A: Yes—when you list the item, select “Local Pickup” and specify your preferred pickup location.

Is delivery included in the rental price?

A: If you include shipping in your price, renters pay one flat fee. Otherwise, shipping is billed separately at cost.

What should I do if the renter doesn’t show up for pickup?

A: Mark the booking “no-show” in the app. The rental is automatically canceled and you keep the payout.

## **Item Condition & Returns**

What if the item is returned damaged?

A: Document the damage with photos, file a claim in the app within 24 hours of return, and our protection policy will cover repair or replacement.

What if parts are missing from the returned item?

A: Report missing parts immediately with photos and a description. Replacement costs will be reimbursed per your listing’s value.

Do I have to clean the item before listing it?

A: Yes—list items in “ready-to-use” condition. A basic clean is expected; renters are responsible for returning it equally clean.

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

A: Absolutely—that’s standard. Any extra cleaning fees (if needed) can be deducted automatically through Leechy’s damage protection.

## **Payments & Checkout**

Q: How do I pay?

A: We accept all major credit cards, Apple Pay/Google Pay, and PayPal.

Q: I’m getting a payment error—what do I do?

A: First, check your card details and funds. If that doesn’t help, try another payment method or contact support through the app.

## **Order Status**

Q: Can I return this?

A: Because it’s a rental, you don’t “return” it for a refund—you simply return the item at the end of the rental period. If you have issues mid-rental, open a support ticket in the app.

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**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?**