



RENT TO OWN PROGRAM

SERVICE CHARTER

RENT TO OWN SERVICE CHARTER - THE PANGOLINS

Introduction and Commitment

At the Pangolins, we are committed to providing excellent and reliable rental services to our valued customers. This service charter outlines our commitment to delivering continuous customer satisfaction in our entire service provision. Our goal is to put the interests of our clients first and help them achieve their goals while building mutual trust and respect. Outlined, below are the key elements of our service charter:

Scope of Services and Accessibility

We offer a wide range of business equipment for rent, catering to various enterprises and sectors. Our rental services are available during business hours and can be accessed through our Facebook page, LinkedIn page, Instagram, our website or by visiting our physical location. We are here to provide a timely response to customer inquiries to assist you in finding the most suitable capital asset solution.

Application procedure

1. Get an application form from our customer service team (+265982802444 or +265884013768) or from our website. (www.thepangolins.org)
2. Fill (with pen), scan and submit your application form through our customer service team.
3. Our customer service team shall contact you within 5 working days acknowledging receipt of your application.
4. Upon meeting all requirements, the customer service team shall contact you with updates regarding your application status

We have a client-friendly rental process designed to enhance your entrepreneurial experience and engagements. To rent equipment, simply submit a rental request through our website or by contacting our dedicated rental team. Our representatives will guide you through the necessary documentation and information required to complete the rental agreement.

Eligibility and requirements

For one to qualify for rent to own program, one must satisfy the following;

1. The applicant must be a Malawian by birth.
2. Applicants must have a business or well researched bankable business idea to commence in at least not more than 60 days of application.
3. Must be between the age of 18 and 45
4. Must be ambitious and knowledgeable about entrepreneurship.
5. Must have a valid National ID
6. Must have a traceable witnesses

NB: Minimum rental period is 12 months with 12.5% rental fee per month. Upon successfully qualifying for equipment, applicants are required to enter into a rental agreement. This agreement outlines the rental period, monthly payments, and any applicable understandings and terms. It also includes the conditions for terminating the rental agreement early or extending the rental period.

Maintenance and Repairs

During the rental period, customers are responsible for the maintenance and repairs of the equipment, ensuring that it remains in good working condition. We therefore advise regular inspections and servicing to minimize downtime and ensure optimal performance.

Insurance and license

In an event where equipment needs insurance and license, applicants must ensure they have all the licenses and insurance as per required. This is to protect both the customer and The Pangolins against any unforeseen damages or losses.

Upgrade Options

If customers wish to upgrade their rented equipment during the rental period, we offer flexible options to accommodate their needs.

Ownership Transition

Upon completion of the rental period, customers have the option to exercise their right to own the equipment by initiating the agreement outright or may choose to continue renting it on a month-to-month basis until they're comfortable and ready. The purchase price will remain the same as the original cost bought by The Pangolins without the current market value of the equipment.

Customer Support

We are committed to providing excellent customer support throughout the rental process. Our dedicated team is available to answer any queries, provide advisory assistance, and address any concerns or issues that may arise.

Quality

We provide brand new equipment with a minimum warranty period of one Year to ensure our customers get the best quality equipment for their businesses.

Pricing and Billing;

Our pricing is transparent and competitive. Rental rates are based on the type of equipment, quality or status of the equipment(s) and the rental duration. Billing cycles are flexible to accommodate your business needs. Additional charges, such as taxes, will be clearly stated in the rental agreement. A security deposit is required for each rental to cover any potential damages or late returns and the details regarding the deposit amount will be communicated during the rental process.

Equipment Maintenance and Quality Control;

Ensuring equipment quality and safety is a priority at the Pangolins. All equipment is regularly inspected, maintained, and sanitized to meet the

highest industry standards. We adhere to strict quality control measures to provide you with reliable and well-functioning equipment.

Delivery and Pickup;

We offer convenient delivery and pickup options to save you time and effort. Delivery fees and areas covered will be communicated in advance. Our team will coordinate with you to ensure on-time delivery and pickup according to your schedule.

Customer Responsibilities;

As a valued customer, you are responsible to treat and care for our rented equipment. You are expected to follow safety utilization guidelines, maintain the equipment during the rental period, and timely report any issues or damages.

Customer Liability;

While we take every precaution to provide safe equipment, your business is responsible for any damages or injuries that occur during the rental period. We shall not be held liable for any direct or indirect losses resulting from equipment usage.

Our rental agreement will contain a self-explanatory disclaimer for any causes of damages to the equipment.

Withdraws and Refunds;

For any cases of withdrawing or retreating from a rental reservation, please inform us as soon as possible. Withdraw policies and refund procedures will be explained during the rental process.

Customer Support and Complaint Resolution;

We value your feedback and strive to address any concerns promptly. Our customer support team is available to assist you through phone and email from 7:30am to 5:30pm, Monday to Friday.

In the event of any complaints, we will work diligently to find a satisfactory resolution.

Privacy and Data Protection;

Your business data and information are to be handled in strict confidence and accordance with data protection regulations. We do not share customer information with third parties without your consent.

Amendments to the Charter;

Our charter may be updated periodically to improve our services and align with changing regulations. Any amendments will be communicated to our customers, and the updated charter will be made available on our website.

By choosing the Pangolins, you can expect a professional and reliable business equipment rental service that caters to your specific needs. We look forward to serving your business and contributing to your success.

Signature: _____ *(Director General)*

The Pangolins