**Prompts on Interaction page:**

Rentor:

1. “So-so has requested the ‘Sunday BrunchDay’ dress for June 5-June8” {Accept} {Reject}
   1. If {Accepted} :
      1. “Accepted request on June 4”

If {rejected} :

ii) “Rejected request on June 4”

→ So-so gets a prompt saying “ Request for ‘Sunday BrunchDay’ dress has been declined”

* 1. Next prompt: “Have you exchanged the dress with So-so?”
     1. If {Accepted} :
        1. “Dress exchanged on June 5”

→ Prompts So-so to confirm the exchange “Have you retrieved the dress?”

* + 1. If {Rejected} -- users have the ability to change dates of request
       1. “Dress not exchanged on day requested”
          1. Cancel request or send message
       2. If no change of prompt on either party; request automatically cancels and review box pops up
  1. Next prompt: “Have you received your dress back?”
     1. If {Accepted} :
        1. “Dress received on June 8”
     2. If {Rejected}: users have the ability to change dates of request
        1. “Dress not returned on day agreed on”
           1. Notification regarding late fees sent to So-so
           2. Flagged for Nifty team to deal with situation as needed (compare pictures)

Rentee :

1. “You have requested the ‘Sunday BrunchDay’ dress for June 5-June8”
   1. If renter {Accepted} :
      1. “Accepted request on June 4”

If rentee {rejected} :

ii) “ Request for ‘Sunday BrunchDay’ dress has been declined”

* 1. Next prompt: “Have you retrieved the dress from RENTER?”
     1. If renter {Accepted} :
        1. “Dress exchanged on June 5”
     2. If renter {Rejected}
        1. “Dress not exchanged on day requested”
           1. Cancel request or message the renter
  2. Next prompt: “Have you returned the dress ?”
     1. If {Accepted} :
        1. “Dress returned on June 8”
     2. If {Rejected}: users have the ability to change dates of request
        1. “Dress not returned on day agreed on, you will be charged ## per day until the dress is returned ”

**Payments : Information will be available end of day 6/5**

1. How does venmo acceptance process work especially when integrated to mobile app?
2. How does corporate surcharge get taken care of ?
3. Can hurdles for users be created (to ensure correct deposits and drafts) and how?

IDEAL: The money should be drafted from the rentee’s account at the time of the exchange and the money should be deposited in the renter’s account at the time of the return.

ALT: Transaction processes at the checkout of the order. Refund to rentee if the clothing item does not fit

**Rent requests:**

1. A rent request is for 4 days; the rentee can return anytime within those 4 days and ask to decrease their rental days -- then the renter needs to update on their side
2. Any time the rentee keeps the item greater than the <= 4 days, they are charged with a 10% MRP fee per day. If you do not return a week after the ‘return day’ then rentee charged 100% MRP, renter gets 2x the MRP

**Insurance:**

**\*\* in the event of a disputed return (users have differing answers to return /received prompts, the issue will be handled by Nifty and users will have to submit a form w description .. In event of damage, renter will have to report a damaged item and submit a form w/ description and a few pictures of the damage\*\***

1. In event of late return/no return
   1. For every day that a rentee does not return a dress (over the last day of request) there is a 10% of MRP charge
   2. If the dress is not returned a week after the last day of the request, the rentee will be charged 100% of the MRP ; Renter given 2x the MRP as concession,
2. In event of a damaged dress
   1. Damage policy : unremovable stain, large & obvious tears/rips, filth
      1. Rentee will be charged 100% of the MRP; Renter given 2x the MRP as conciliation
   2. If little damage: dirty but not a permanent stain, badly handled
      1. Rentee will be charged 25-50% of MRP depending on the damage.; Renter given the money to clean the item ( dry clean, get tailored)