



# General Rules & Guidelines for Landlords

*This document is only a summary of Rimbo's Terms and Conditions and does not replace them. This document is not personalized for you. The full information, including your obligations and rights can be found in the Rimbo Terms and Conditions - you should read them carefully.*

Welcome to the new way of renting! By choosing Rimbo, you are choosing to protect your property and help the world move towards a deposit-free future!

Here at Rimbo we are excited to have you on board and protect your property!

The following document is a summary of what Rimbo is and how it works - now and throughout the entire duration of your tenant's stay at your property.

## What is [Rimbo](#)?

Rimbo is a better alternative to the additional cash deposit. Rimbo is a secure, ongoing connection to the tenant's bank account until the end of the rent contract, so you can charge your tenant directly for unpaid rent, damages or utilities, instead of them having to pay a heavy cash deposit.

## Stay protected with Rimbo

With Rimbo you get up to 3 months of protection (depending on the product you have chosen as outlined in the rental agreement).

Better yet, Rimbo guarantees you the payment of claims up until the set limit. If when charging the tenant something goes wrong, Rimbo pays.

## What does Rimbo cover?

Exactly like a deposit: Rimbo covers non-payments of rent and utility bills, as well as damages to the property caused by the tenant. Up until the limit of 1, 2 or 3 months.

## How does Rimbo work?

In case you would like to report a claim - you need to let us know and we will charge the tenant's bank account. Once we receive the funds we will transfer them to your bank account and - voila! You just need to follow the instructions below.

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## Important for you:

- Be open and honest with us - we are here to help.
- The legal deposit of 1 month takes precedence over Rimbo's services. Once the amount of non-payments and/or damages exceeds the legal deposit, you may submit the corresponding amounts for charging.
- All claims made by you must be legitimate and reflect non-payments or damages caused by the tenant.


- Claims for non-payments of rent must be reported at least 10 days after the scheduled payment date and no later than the end of the current rent period/month.
- Amounts due for utility bills can be submitted to Rimbo no later than 60 days after the end of the rental agreement.
- Rimbo retains the right to request additional documentation to support the claims that are being made.

**You understand that:**

- You are responsible exactly like with a cash deposit and guarantees:
    - To ensure suitable living conditions for the tenants and maintain the property in a proper condition
    - To report only factual non-payments and damages to the property
    - To keep your obligations according to the rent agreement
  - Normal wear and tear is not considered damage caused by the tenant and therefore costs associated with such charges can not be processed through Rimbo.
  - *Rimbo is not an insurance. We are a financial solution for you and your tenant/s.*
  - Rimbo is not an intermediary between landlords and tenants. All potential charges must be communicated and agreed with the tenant by you or your property manager/an authorised body.
  - Rimbo is not a platform/method to collect recurring amounts from the Tenant. Rimbo's coverage ends as soon as the right to use the preauthorized charging is exercised, up until the limit of the payment preauthorization.
  - All your rights and obligations are described in the Rimbo *Terms and Conditions* - please make sure you read it.
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In case you have any questions or need additional information, we are here for you!

 [info@rimbo.rent](mailto:info@rimbo.rent)

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Thank you for choosing to work with Rimbo! We are proud to have you on board.



[www.rimbo.rent](http://www.rimbo.rent)