

## Little Big Shed Cancellations and Refund Policy

Our General Rental Agreement and Privacy Policy apply to this policy.

Our Cancellations and Refund Policy is designed to protect both lenders and borrowers. If either party wants to cancel an order after it has been confirmed by the Lender, the cancelling party must promptly notify the other party through the in-app chat.

### For Lenders:

If you cancel a Hire Item you will need to contact [support@littlebigshed.com](mailto:support@littlebigshed.com) in order to release the funds. You will be charged a payment fee for the facilitation of the transaction.

If the parties cannot agree whether the Hire Item is substantially different to as advertised, the parties must use their best endeavours to resolve the issue.

### For Borrowers

If you cancel a Hire Item you will need to contact [support@littlebigshed.com](mailto:support@littlebigshed.com) in order to release the funds. You will be charged a payment fee for the facilitation of the transaction. If you cancel the order after it has been confirmed by the Lender, you will forfeit any third-party payment fees. If you cancel more than 24 hours before the Hire Item is due to be delivered by the Lender then there is no fee, other than the third-party payment fees. If you cancel less than 24 hours before the Hire Item is due to be delivered by the Lender, you will lose 50% of your deposit. You will also only be refunded 80% of your initial borrow deposit to account for our handling fees.

### Other:

If the lender doesn't show up to hand over the item, please contact Little Big Shed as soon as possible — you'll need to contact us via our contact form, email or phone within 24 hours of when the rental was scheduled to receive a full reimbursement of the cost of the rental minus the third party payment fee.