

Little Big Shed Damages and Disputes Policy

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

Our Damages and Disputes Policy is designed to protect both lenders and borrowers. If either party wants to raise a dispute. This must be done by notifying both the lender or borrower and Little Big Shed through the in-app chat within 12 hours of pickup of the item.

For the Borrower:

If an item is substantially different as advertised by a Lender (including being damaged or not working), and a Borrower wishes to seek a refund, the Borrower must first raise a dispute. The Borrower is required to inspect the item for safety before use.

If it is agreed that the item is in a substantially different as advertised, Little Big Shed will:

- (a) refund the full Hire Fee to the Borrower (inclusive of all fees);
- (b) add a penalty fee to the Lender's account covering the Third-Party Payment Fees incurred by the borrower. All penalty fees will be deducted from the Lender's next payment in the next Lender Payment Run.

A user, who is either a Borrower or a Lender, may be restricted on the platform for violating Little Big Shed's Community Guidelines. This may include but is not limited to:

- Use of inappropriate and abusive language towards other users
- Lender failing to pay up the penalty fees
- Multiple reports of listing not matching the actual product
- Multiple reports of returning a damaged item

What happens when a user is restricted on the platform?

When a user is restricted on the platform, they will not be able to log in to their account. This limits all functionalities of the account. The user profile will keep a track of the account restrictions in the backend. The account restriction can be removed when the dispute is resolved and a request is made via email to the Little Big Shed's Customer Care Team.

At Little Big Shed, we want all our users to feel safe and secure and build our community through trust. All our platform users go through our verification process. To protect yourself further, we advise you to check the other member's profile and reviews before lending or borrowing an item.

If a Lender is lending an item and has special instructions, we ask the Lender to educate the Borrower on how to use the item. Also to perform thorough inspections of the item both before and after the rental period with the Borrower. It always pays to double-check all of the item's functions to ensure both the users are in agreement with the condition of the item.