

# RENTER / CUSTOMER TERMS

RENTALL AFRICA LTD

Version: 19 August 2026

## 1. Eligibility

Renter must provide accurate identity, contact, payment, licence and other information reasonably required for the Booking.

## 2. Lawful use

Renter shall use the Asset only for the disclosed lawful purpose and in accordance with manufacturer instructions, Booking restrictions and applicable law.

## 3. Inspection

Renter should inspect the Asset at handover and document condition, mileage/hours, accessories and visible Damage.

## 4. Care

Renter shall exercise reasonable care, prevent unauthorised use, and promptly report defects, accidents, theft or safety concerns.

## 5. Return

Renter must return the Asset at the agreed time, place and condition. Late return may result in additional lawful charges and recovery costs.

## 6. Extension

An extension requires Vendor approval before expiry and may require additional payment and Caution Fee.

## 7. Caution Fee

The Caution Fee may be applied to properly documented Damage, loss, theft, excessive cleaning, late return, fuel/charging and other agreed losses arising from breach.

## 8. Abandonment

Failure to return an Asset may lead to contact attempts, recovery, police reporting where appropriate, application of the Caution Fee and legal proceedings.

## **9. Insurance**

RentAll does not provide insurance unless expressly stated. Renter must comply with all applicable insurance conditions and may be responsible for uninsured loss caused by breach.

## **10. Emergency**

Safety comes first. Contact emergency services for immediate danger, then notify Vendor and RentAll as soon as reasonably practicable.

## **11. Dispute**

The Renter shall report any Rental-Related Dispute, complaint, defect, Damage, discrepancy, non-conformity, misrepresentation or other issue concerning an Asset to RentAll Africa and the Vendor within twenty-four (24) hours of receiving or taking possession of the Asset, or within twenty-four (24) hours of discovering the relevant problem, whichever occurs later.

## **RENTER OBLIGATIONS**

1. Every Renter shall:

- (a)** provide accurate, complete and current information, identification, licences, permits and other documentation reasonably required by RentAll Africa or the Vendor;
- (b)** ensure that the Renter is legally entitled and, where applicable, duly licensed or qualified to use the Asset for the intended purpose;
- (c)** use the Asset only for the purpose disclosed in the Booking and in accordance with these Terms, the applicable Booking conditions, manufacturer's instructions and all applicable laws and regulations;
- (d)** exercise reasonable care and diligence in the possession, operation, use and handling of the Asset throughout the Rental Period;
- (e)** inspect the Asset at handover and promptly notify the Vendor and RentAll Africa of any material defect, Damage, discrepancy, safety concern or material difference between the Asset supplied and the Asset described in the Booking;
- (f)** where reasonably practicable, document the condition of the Asset at handover and return through photographs, videos, inspection reports, digital checklists or other appropriate evidence;
- (g)** ensure that only persons authorised under the Booking, applicable law or the Vendor's disclosed conditions use or operate the Asset;
- (h)** not sell, sub-rent, assign, transfer, pledge, modify, alter, dismantle or otherwise dispose of or encumber the Asset without the Vendor's prior written consent;

- (i)** not use the Asset for any unlawful, dangerous, fraudulent, prohibited or unauthorised activity;
- (j)** comply with all applicable safety requirements, operating instructions, traffic regulations, licensing requirements and other legal restrictions applicable to the Asset;
- (k)** promptly notify the Vendor and RentAll Africa of any accident, breakdown, theft, loss, Damage, safety defect, seizure or other material incident affecting the Asset;
- (l)** in the event of an emergency, accident, fire, theft or other immediate danger, prioritise the safety of persons, contact the appropriate emergency or law-enforcement authorities where necessary, and notify the Vendor and RentAll Africa as soon as reasonably practicable;
- (m)** take reasonable steps to prevent the Asset from being stolen, lost, damaged or misused while in the Renter's possession or control;
- (n)** not permit any third party to take possession of or use the Asset where such use is prohibited by the Booking, Vendor's terms, applicable insurance conditions or law;
- (o)** pay all rental charges, applicable Platform fees, delivery charges, taxes, Caution Fees, extension charges and other amounts properly disclosed and payable under the Booking;
- (p)** maintain any required deposit, payment authorisation or other financial security for the duration of the Rental Period and comply with applicable Caution Fee procedures;
- (q)** return the Asset promptly upon expiry or termination of the Rental Period at the agreed time and location, together with all keys, accessories, documents, equipment and other items supplied with the Asset;
- (r)** return the Asset in substantially the same condition in which it was received, subject to ordinary wear and tear and properly documented pre-existing Damage;
- (s)** obtain the Vendor's approval through the Platform before extending or renewing the Rental Period and pay any additional amounts applicable to the extension;
- (t)** bear responsibility for Damage, loss, theft, excessive cleaning, late return, unauthorised use or other loss attributable to the Renter's negligence, misuse, breach of these Terms or unlawful conduct, subject to applicable law;
- (u)** cooperate reasonably with RentAll Africa, the Vendor, insurers, payment providers and competent authorities in connection with any dispute, Damage claim, theft, accident, chargeback, investigation or recovery process;
- (v)** not circumvent RentAll Africa's Platform, payment system, fees or safeguards by moving a Platform-sourced transaction off-platform or arranging a private transaction with a Vendor for the purpose of avoiding applicable charges or controls;
- (w)** not provide false information, use another person's identity or payment credentials, or engage in fraud, deception or other unlawful conduct through the Platform; and

**(x)** comply with all other reasonable instructions and requirements relating to the safe, lawful and proper use, return and preservation of the Asset as disclosed in the Booking or applicable Asset-Specific Terms.