

VENDOR TERMS & CONDITIONS

RENTALL AFRICA LTD

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1. Vendor status

The Vendor is an independent owner/operator or lawful authorised lessor and is responsible for the Asset, its legality, condition, maintenance, insurance, licences and the underlying rental relationship.

2. Due diligence

Before listing, the Vendor shall provide ownership/authority evidence, identity/business documents, current photographs, specifications, availability, location, pricing, restrictions, maintenance/service records where applicable and all required licences/registrations.

3. Asset standard

Assets must be safe, functional, reasonably clean, fit for the disclosed purpose and maintained in accordance with manufacturer instructions and applicable law.

4. Insurance Insurance

Vendor shall maintain legally required insurance and category-specific cover. Minimum baselines include appropriate motor insurance for vehicles; equipment/property and relevant liability cover for machinery/heavy equipment; property/liability cover for event equipment; and theft/damage/property cover for high-value electronics. RentAll does not insure the Asset unless expressly stated.

5. Booking commitment

Vendor must honour confirmed Bookings except for defined Legitimate Vendor Cancellation Reasons: theft/loss, major mechanical failure, government restriction, safety defect, force majeure, serious damage, suspected fraud/unlawful use, or unavoidable system/availability error.

6. Prohibited cancellations

Higher offers, price increases, personal preference, Vendor-caused double booking and failure to maintain the Asset are not legitimate cancellation reasons.

7. Handover

Vendor must make the Asset available as booked and should complete a digital/photo condition report at handover and return.

8. No-show

Failure to make the Asset available may result in full Renter refund, alternative-Asset assistance where available, Vendor penalties, delisting or suspension.

9. Wrong Asset

Supplying a materially different Asset may entitle the Renter to reject it and receive a refund or alternative Asset, subject to evidence and policy.

10. Off-platform conduct

Vendor shall not solicit or complete on-platform sourced transactions privately to avoid RentAll fees or safeguards.

11. Claims

Damage claims must be promptly supported with photographs, inspection reports, repair estimates, invoices and other reasonable evidence.

12. Disputes

The Vendor shall report any Rental-Related Dispute, complaint, Damage, discrepancy, non-conformity, missing item, unauthorised use, late return or other issue concerning an Asset to RentAll Africa and the Renter within twenty-four (24) hours of the Asset being returned, delivered or otherwise made available to the Vendor for inspection, or within twenty-four (24) hours of discovering the relevant problem, whichever occurs later.

13. Compliance

Vendor remains responsible for taxes, permits, safety, environmental requirements, consumer obligations and sector-specific regulation.

VENDOR OBLIGATIONS

1. Every Vendor represents, warrants and undertakes that:
 - (a) the Vendor owns the Asset or has full legal authority to rent it;
 - (b) the Asset may lawfully be rented in the jurisdiction in which it is located;
 - (c) all licences, permits, approvals, insurance policies and registrations required by law have been obtained and remain valid;
 - (d) all information contained in the listing is true, accurate, complete and not misleading;
 - (e) photographs and descriptions accurately represent the Asset;
 - (f) the Asset shall be available at the time and place specified in the Booking;
 - (g) the Asset shall be reasonably clean, safe, functional and fit for the disclosed purpose;

(h) the Vendor shall disclose all material defects, restrictions, limitations, hazards or conditions affecting the use of the Asset;

(i) the Vendor shall not knowingly conceal damage or defects;

(j) the Vendor shall comply with all applicable tax, licensing, consumer protection, health and safety, environmental and other legal requirements;

(k) the Vendor shall deal honestly and professionally with Renters;

(l) the Vendor shall honour confirmed Bookings except where circumstances beyond the Vendor's reasonable control make performance impossible;

(m) the Vendor shall not impose undisclosed charges on a Renter;

(n) the Vendor shall provide the Asset in substantially the condition represented in the listing;

(o) the Vendor shall maintain adequate insurance where required by law or reasonably appropriate to the nature of the Asset;

(p) the Vendor shall maintain appropriate records of ownership, maintenance and lawful authority to rent the Asset; and

(q) the Vendor shall promptly inform RentAll Africa of any material change affecting the availability, condition or legality of an Asset.

2. Vendors shall not list an Asset that they do not own or have lawful authority to rent.
3. Vendors shall not manipulate reviews, ratings, Booking information or pricing information.
4. A Vendor shall not require a Renter to circumvent RentAll Africa's Platform, payment system or applicable fees for the purpose of avoiding Platform charges.
5. Vendors remain responsible for all obligations arising from their ownership, possession, management or operation of an Asset.