

iRentalize Furniture & Equipment Terms of Service Policy

Last updated: May 9, 2025

This policy applies exclusively to our **furniture and equipment rentals**. By placing an order with iRentalize, you agree to these terms.

1. Definitions

- **Customer:** The individual or entity renting furniture or equipment.
 - **Rented Property:** Any furniture or equipment item rented.
 - **Rental Period:** The agreed duration of the rental contract.
 - **Deposit:** A refundable security amount equal to one month's rental fee.
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2. Cancellations & Refunds

2.1. Cancellation Window

- **More than 30 days before delivery/install**
Full refund
- **7–29 days before delivery/install**
The deposit (equal to one month's rental fee) will be retained as a cancellation fee. If the deposit has not yet been paid, iRentalize will invoice you for one month's worth of rental costs
- **Less than 7 days before delivery/install**
No refund.
- **After delivery/install**
No refund; rental services have commenced.

To cancel or modify your order, submit a written request to **info@irentalize.nl**. Refunds will be processed within **14 business days** of approval.

3. Deposits & Returns

- We collect a **deposit equal to one month's rental fee** at contract signing.
- **On-time return** of all items in good condition → full deposit refunded within 14 business days, less any deductions.
- **Forfeiture of deposit** occurs if:
 - Items are returned late (see Section 4),
 - Items are missing or irreparably damaged,
 - The Customer has unpaid rental fees.

4. Late Returns & Penalties

- **Flat penalty of €15 per late day**, up to a maximum of **2 months' rental fee**.
- If items remain unreturned **30 days past** the scheduled return/pickup date, iRentalize may deem them abandoned and pursue full replacement costs.
- iRentalize reserves the right to **suspend services** or **reclaim rented items** without further notice once the payment term has expired and no resolution has been made.

5. Damage & Cleaning Fees

- **Minor wear** (small scuffs, light scratches): €25 cleaning/repair fee per item, **unless considered normal wear and tear**.
- **Major damage** (broken frames, stains requiring professional cleaning): charged at **full replacement cost**.

All damage or cleaning fees are deducted from the deposit; if costs exceed the deposit, the Customer is responsible for the balance.

6. Defects & Reporting

- Report any **delivery defects or missing items** within **24 hours** of receipt to **info@irentalize.nl**.
 - iRentalize will **repair or replace** defective items at no extra charge within **5 business days**.
 - Failure to report within 24 hours constitutes acceptance of items “as-is.”
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7. Refund Processing

- Approved refunds are issued via the original payment method **within 14 business days**.
 - A **€25 administration fee** is deducted from any refund due to cancellations or modifications.
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8. Non-Payment & Debt Recovery

- Rental fees are due **within 7 days** of invoicing.
- Unpaid invoices after 7 days → reminder sent.
- **14 days after reminder**, if still unpaid, iRentalize may:
 - **Terminate the contract** immediately,
 - **Reclaim rented items** (even from the premises),
 - **Hand the debt to a collection agency** for the full value of the contract from the start date of the contract to the end date listed in the contract

The Customer is liable for all associated **collection costs** and **statutory interest**.

9. Dispute Resolution

- For questions or disputes about refunds/returns, contact **info@irentalize.nl** or **0625 477 551**.
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