

# Terms and Conditions for Winterent

Last updated: December 2, 2024

## 1. Introduction

Welcome to our Winter Clothing Rental Service! This document outlines the terms and conditions governing the rental of winter clothing sets. By using our services, you agree to comply with these terms.

## 2. Rental Process

### 2.1. Eligibility

Person responsible for the reservation must be 18 years or older. You are responsible for providing accurate information during the rental process, including personal details, addresses and payment information.

### 2.2. Collection and Return

Collect your clothing at the time specified in your reservation. You can return your clothing at any time before the end of your rental period.

### 2.3. Full set price only

Our clothing set always includes a jacket, trousers, winter boots, mittens and tube scarf, and are not rented out separately.

### 2.4. Delivery & Pick up

Any possible delivery and/or pick up fees always apply to one single trip.

## 3. Rental Terms

### 3.1. Rental Period

The rental period starts at the time you have chosen in the booking. The price is always for a 24 hour period, for example for 1-day rental with the pick up time on Monday 12.00, the return time would be on Tuesday by 12.00. Late return costs an additional charge of 13 € each day per set. Customers can pick the clothing whenever after your booking has started, but it does not affect the booking price. Customers can return the clothing whenever before booking period has ended, but it does not affect the price.

### 3.2. Condition of Clothing

You are responsible for returning all items (clothing and bags) in the same condition as you received them. Any damage to the product results in a repair fee, or the full replacement value of the item. Normal wear and tear is accepted. Minor defects in the product are not a cause for refund. Clothing returned in dirty condition will incur an additional washing fee.

Repair cost: 50 € per item

Washing cost: 15 € per set

Full value of the items:

Jacket 140 €

Trousers 90 €

Shoes 80 €

Mittens 30 €

Bag 5 €

### 3.3. Cleaning

Do not wash the clothing. We handle the cleaning and maintenance of all clothing items.

### 3.4. Lost or Stolen Items

You are responsible for the rented items. If any items are lost or stolen, you will be charged for the full price of their replacement value.

## 4. Charges and Payments

### 4.1. Rental charges

Rental charges are clearly stated on our platform. You agree to pay the specified charges for the rental period.

### 4.3. Payment Methods

We accept payment through the methods indicated on our platform, including credit/debit cards and other payment options.

## 5. Cancellation and Refunds

### 5.2. Refunds

If we are unable to deliver your pre-reserved clothing set for any reason, you will be given a full refund. If there is a considerable quality or any other comparable issue with our items, you will be provided with a replacement for the defective item(s).

### 5.3 Cancellation and changes

After a booking is made with Winterent, it is possible to cancel or change the details or dates of the reservation up to 48h prior to collection time. After this Winterent has the right to charge the full amount of the reservation value.

## 6. Liability and Disclaimers

### 6.1. Liability

We are not responsible for any injuries, accidents, or losses that occur during the use of our winter clothing sets.

### 6.2. Disclaimers

We make no warranties, either expressed or implied, regarding the fitness, quality, or suitability of our clothing sets for any particular purpose.

## 7. Privacy Policy

Please refer to our Privacy Policy for information about how we collect, use, and protect your personal information.

## 8. Changes to Terms

We reserve the right to change these terms and conditions at any time. Continued use of our service constitutes acceptance of the revised terms.

## 9. Contact Information

Thank you for choosing us for your winter clothing needs!

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