

Thank you for choosing us on your journey to live smartly

We're glad to have you with us while we help you have a flexible & smart lifestyle.

We built Rentomojo so you could enjoy the experiences while we take care of all the hassles that come with looking for a comfortable lifestyle.

To ensure you can have the flexibility and ease of living comfortably, We at Rentomojo are working so aggressively to help you forget the hassles. If you have any suggestions, feedback about our services or products or even a request for a new way to help you live better, Reach out to us, Let us know. Say "hello", we would love to hear from you.

#MemoriesOverMaterial

We hope to make this an amazing journey for you!

Geetansh Bamania | CEO. Rentomojo



Geetansh Bamania

Customer Handbook

All what you need to know



Cancel Anytime

Change of plans? We're flexible !

- With our Flexi-tenure policy, you can cancel your order anytime.
- Please inform us 2 weeks before the selected closure date. You will only have to pay the difference in monthly rental rates between 'contract tenure' (the tenure selected at order placement) and 'actual tenure' (effective tenure at early closure).

Example: If you rent a product for 9 months and decide to return it in the 6th month (i.e. after the completion of the 5th month), you will be charged basis the 5 month tenure and will have to pay the difference amount between the monthly rental for the 9 month tenure and the 5 month tenure.



Security Deposit

This is the downpayment that you'll get back if the goods are returned undamaged.

- The deposit amount does not include the monthly rental. It's simply a security deposit that is used to secure against damages, if any.
- As soon as we pick up your order, the product undergoes a quality check and the team communicates the deposit to be refunded. The refund takes 15-21 working days from the time of communication.



Billing Cycle

We don't ask you to pay the rent before renting from us

- The billing cycle is from 1st to last day of the month. If the order is placed after 1st, the 1st month's rent will be calculated on pro-rata basis.

Example: If you place an order on the 9th of November, You will have to pay the rent for the remaining days and not the whole month, i.e.. 21 days rent

- We accept only **online payments** for rent and security deposit through Rentomojo customer dashboard. In case of any issue, please reach out to us. We urge you not to settle payments by paying cash.
- You can also connect your credit card or opt for NACH payment to auto-deduct the rental amount every month from your account. It's a very simple and safe process and helps you avoid any payment hassle.
- To avoid late fee payment, we will send you reminders with a due date of 10th of every month.



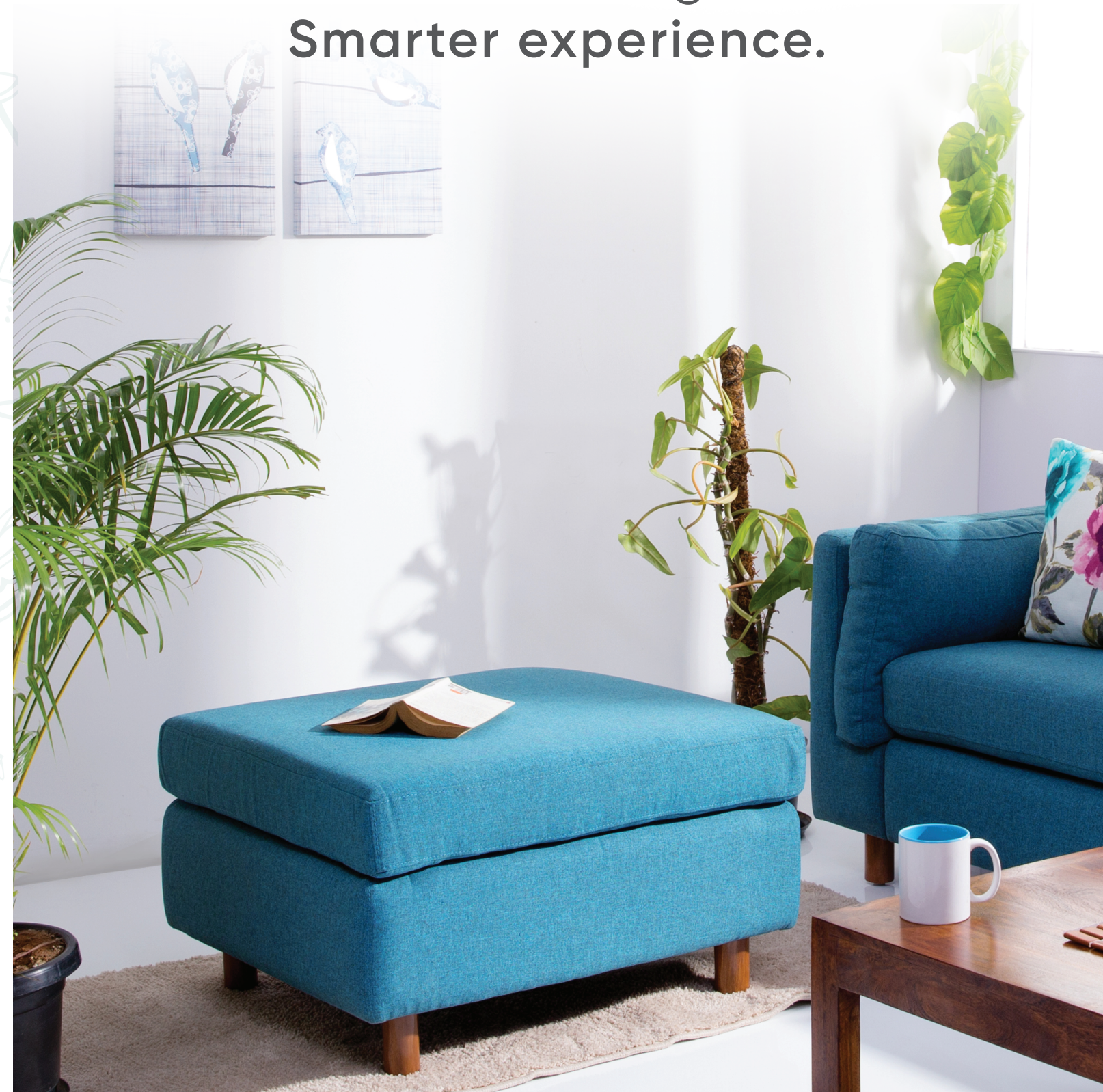
Free Relocation

Moving homes? Relocation is on us

If you're moving homes, just call us and we'll move all Rentomojo products to your new place!

- We will help you relocate all the Rentomojo products, if you are moving in the same city. Incase, you are moving to a different city where Rentomojo is present, just call us one week before, we will close the current order, do a quality check and deliver the same products in your new home.
- Please clear all current dues and provide the address proof for your new home so we can promptly process the request.
- We will take 7 working days to process your relocation request.

Smart living.
Smarter experience.



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Tell us about your experience

Write to us: jo@rentomojo.com

Say Hello: 080-46872700

You can also tell us your review about your experience using the app.

Do submit your rating and review on the Google Playstore

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Customer Handbook

All what you need to know



Free Maintenance

You don't have to worry about fixing anything

- We take care of minor repair and maintenance. Please get in touch with our customer care team to schedule it. We take 5 working days to resolve any repair and maintenance related issue.
- As soon as the technician inspects the product and requires certain amount or invoice, please get in touch with us. In case of no damage, any amount you pay will be credited as RentoMoney to your RentoMojo account. This can be used to pay your monthly rent.
- While we do cover minor damages, if a product has been damaged to the point of unusability, we charge the total product cost to the customer.
- There is a nominal installation charge for ACs that we collect before the delivery. Apart from the installation, any other accessory is to be paid to the technician directly. Please don't forget to collect the bill.



Change of Lessee

You can transfer your contract to a friend

- In case you're moving out and want to transfer the rental contract to a roommate or a friend, you can contact us for the change of lessee. Just like your order, the person you choose to transfer the order to, will also need to go through the our verification process. We will need confirmation from you both that you accept the change of lessee.
- We get a novation agreement (provided by us) signed from you at the end of the process and issue a 'No-dues' certificate to the transferor.



Free Pickup

Your order is picked up for free!

- Once your tenure is complete, you can easily schedule the reverse pick up of your order. Please inform us at least 7 working days prior to the end of your contract if you wish to extend or terminate the contract.
- In case of contract termination, we will schedule a reverse pick up at your convenience. For QC, we will match the photos taken of delivery to the products to ascertain any damages.
- You can reschedule the agreed time of pick up twice, post that there's a nominal charge if you were not present both the times.



Delivery Process

We take care of delivery and installation

- We will call and schedule the delivery at your convenience. Please make sure you are present to receive your order.
- In case of your unavailability, please inform us who will be your representative with their address proof, an acknowledgement mail and a picture of you along with that person to us before delivery. We do this to ensure that your order is in safe hands :)
- In case the product is faulty/damaged at the time of delivery, please inform the delivery buddy and call us immediately.
- A picture of the damaged product will be great for us to understand and take prompt action.

