Lender Guarantee

Our General Terms of Service and Privacy Policy apply to this agreement. This guarantee applies to rentals in the **UK, US and Canada and is valid from November 24th 2025.** By listing your items for rent, having items published or by renting or renting out an item, you agree to the terms outlined herein. The goal of this Guarantee is to provide clear guidance on coverage, obligations, and claims handling for all parties involved in a rental transaction.

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1. Scope of Coverage

This Guarantee provides protection for items listed on Hygglo against **damage, loss, or theft** occurring during the rental period as a result of **sudden and unforeseen external events**. This means that only incidents that happen unexpectedly and are outside of your control are covered.

1.1 The Lender Guarantee covers items in your rental listing against damage, loss, or theft that occurs during the rental booking period. Each listed item is covered up to its full value, provided that the total value of all items in the listing does not exceed the specified threshold and all other criteria detailed in this document are met.

1.1.2 Film and Photography threshold £10,000 ($10,000 USD/CAD)

1.1.3 Vehicles including trailers £30,000 ($30,000 USD/CAD)

1.1.4 All other general insurance coverage £3,000 ($3000 USD/CAD)

1.1.5 Anything above the listed amounts, as a lender, you will need to make sure your item/s have valid 3rd party insurance. Hygglo will cover the excess fee for any 3rd party insurance up to £1000 ($1000 USD/CAD)

1.2 Coverage under this Guarantee is limited to **a maximum of 90 consecutive days per rental**. The Guarantee applies for rentals in the **UK, US, and Canada**, coverage is determined according to local regulations.

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2. Exclusions

While this Guarantee provides broad coverage, certain types of damage and categories of items are **excluded.**

2.1 Such as damage caused by:

2.1.1 Normal wear and tear: Minor marks, scratches, dents or cosmetic imperfections that do not affect the functionality of the item.

2.1.2 Mechanical or electrical faults: Damage caused by inherent defects or defects caused by corrosion, moth or vermin, humidity, extreme temperature and damage caused by pre-existing damage, or poor maintenance.

2.1.3 War, terrorism, riots, or natural disasters: Events beyond the scope of normal rental risks.

2.1.4 Motorised vehicles, motorhomes, caravans, boats, real estate, consumables, weapons, jewellery, cash, precious stones, live animals, software or internal components of rented machinery (e.g. a computer's GPU/CPU/Motherboard), tobacco, alcohol, pornography, mature content, items already damaged or under warranty and any items that it would be illegal to offer for hire in your or the renter's country of residence.

2.1.5 Caused by previous incidents of damage; e.g. underlying structural weakness from previous impact; for the avoidance of doubt 'previous' means prior to the rental in which the problem occurs.

2.1.6. Income owed due to late returns or from work you were unable to fulfil due to the temporary absence of a functioning item.

2.1.7. Incidents of public or product liability; e.g. if any 3rd party property or persons are damaged / injured as a result of your equipment during a Hygglo rental.

2.1.8 Any items are in transit through a third-party courier service, Hygglo is not accountable and will not take responsibility for any damage or loss while in transit.

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3. Excess Fees

For most items there is no excess fee. However, for trailers, and similar, a deductible of **£150 ($150 USD/CAD)**. The borrower is liable for paying this excess fee.

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4. Eligibility and Obligations

4.1 To be eligible for coverage, the rental must be verified through the Hygglo platform and handed over only to the **verified borrower**. Items handed over to unverified third parties are **not covered**.

4.2 As a lender you need to ensure the ‘Value of Item’ is reasonably accurate. For the avoidance of doubt, ‘reasonably accurate’ is within 10% of the value you claim for. You can amend your estimated evaluation in your listings.

4.3 This Guarantee applies to all items explicitly included in your listing, including accessories that are necessary for the item’s normal use. Lenders are expected to provide accurate information about the items, including estimated value, condition, and serial numbers where applicable.

4.4 As a lender, you are expected to take all **reasonable precautions** to prevent damage, loss, or theft. This includes properly packaging and protecting items during transport, locking trailers with approved locks, and ensuring that sensitive or fragile items are adequately safeguarded.

4.5 Failure to comply with these obligations may result in **reduction or denial of compensation**. You must report any incident **as soon as possible** after it occurs and provide the requested documentation, which may include but is not limited to:

4.5.1 Police reports for theft or criminal damage

4.5.2 Proof of value, such as receipts or market valuations

4.5.3 Serial numbers or other identifying information

4.5.4 Photographs or evidence of damage before and after rental

4.5.5 In the case of damage, we may require assessment by a third party of Hygglo’s choice. Your claim may not be processed until that assessment is made;

4.5.6 If your item is covered by a warranty or insurance, you must attempt to use this to cover the repair or replacement before you can proceed with a claim on this guarantee. If this proves unsuccessful, you will need to provide us with written evidence that the suppliers declined the claim, in order to claim on this guarantee

Lenders are also expected to fully cooperate with Hygglo or its external claim administrator throughout the claims process.

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6. Claim Proccess

In the **UK, US, and Canada**, claims are submitted via the claim form after contacting Hygglo support. Hygglo may require a third-party appraisal for certain items to verify repairability or replacement value before processing a claim.

Failure to follow the instructions provided during the claims process may result in reduced or denied compensation.

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7. Valuation of Claims

7.1 Compensation under this Guarantee if the item is either lost or stolen is based on the fair market value of the item at the time of the incident, taking into account its age, wear, and overall condition.

7.2 When repairs are necessary, Hygglo may approve the use of used parts where available. If repair is not possible or practical, compensation will also be based on the fair market value as determined by the Claims Handler. It is at the discretion of the Claims Handler to determine if something can be reasonably repaired or is deemed ‘irreparable’.

7.3 We will not cover VAT if replacement value or original value are used to determine the pay if you are VAT registered.

7.4 The Claims Team will determine when it is appropriate to initiate the Claims process, which varies by case.

7.5 Depreciation may be applied according to standard valuation methods or market equivalents

The depreciation rate varies depending on the type of item. The following table outlines the depreciation rates applied. Please note, we will consider ‘full years’ only, so if your item is 2 years and 9 months old we will only depreciate by 1 year (given that 1 year is depreciation free):

Item Type	**Depreciation Free Period**	**Annual Depreciation Rate**
Computers, mobile phones, tablets	<6 months	20%
Motorized machines & measuring instruments	1 year	20%
Cameras, DJ equipment, video equipment, other electronic/optical equipment	1 year	20%
Tools, gardening equipment, motorized gardening tools, textile & pressure washers	1 year	10%
Bicycles, strollers, sports equipment (e.g., skis, golf gear)	1 year	20%
Shoes & clothing	1 year	50%

7.6 If an item is not listed, or if table-based depreciation is not fair in a specific case, Hygglo uses available valuation tools, such as online marketplaces and appraisal services, to determine a fair market value.

8. Fraud and Misrepresentation

Any attempt to provide false information, conceal relevant facts, or commit fraud may result in:

8.1 Denial of the claim

8.2 Recovery of previously paid claims

8.3 Account suspension

8.4 Legal action

Hygglo takes fraud seriously to protect the integrity of the platform and ensure fair outcomes for all users.

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9. Right of Recovery

While this Guarantee ensures lenders are compensated for covered events, Hygglo reserves the right to **recover costs from the borrower** if they are responsible for intentional or grossly negligent damage. Operationally, lenders are not responsible for pursuing these recoveries themselves; however, it is important to understand that Hygglo may exercise this right to recover funds.

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10. Roadside assistance

10.1 Vehicle Damage or Breakdown. If a vehicle is damaged, stolen and recovered, or breaks down, the warranty covers the cost of towing to the nearest repair shop or on-site repairs (if this is not more expensive).

10.2 Collection Compensation. Compensation may also be provided for the collection of a roadworthy vehicle and reasonable travel expenses.

10.3 Transport in Case of Accident or Illness. The warranty also applies to the transport of the vehicle if the driver suffers an accident, acute illness. (and no one else can drive).

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11. Governing Law

UK, US, Canada: Local laws apply according to the jurisdiction of the rental.

12. Contact and Dispute Resolution

For any questions or disputes please contact our Hygglo support platform or info@hygglo.com

In the event of disagreement regarding claims or coverage, Hygglo encourages lenders to first contact support. If unresolved, cases can be escalated according to local regulations or, where applicable, through legal channels.