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**Mahogany’s Private Closet Rental Agreement**

**By placing a rental order, you are agreeing to the following terms and conditions.**

Please reach out to us if you have any questions during your rental experience and that is not mentioned here by e-mail to: [info@mahoganyprivatecloset.com](mailto:info@mahoganyprivatecloset.coma) Our goal is to make you happy and satisfied with our service while we each take our responsibilities in case something unfortunate happen.

1. Once rented, you are responsible for taking care of the item. You agree to treat each rental piece/item with care and respect. You will be held responsible for any loss, destruction or irreparable damage to the product beyond any regular wear and tear (small stains, rips, missing beads or buttons, broken zippers or any other minor damages covered by our insurance). Mahogany’s Private Closet reserves the right to determine whether damages exceed the regular wear and tear allowance.

2. After you place the rental order, if you want to change the item you purchased for renting, you will be charged the difference if the new item is more expensive. If the new option is less expensive than the initial purchase, we will not refund you the difference to cover extra service fees.

3. To cancel your rental order: You can cancel up to three business day before we deliver your order; After this, you cannot cancel with a full refund.

4. Rentals must be returned in time to avoid the late return charges. Late returns are subject to a **late fee charge of $20 per item per day and are strictly enforced, no exceptions.**We base our business around scheduling and late returns prevent us from getting the item ready for the next renter in time. **After being late for 5 days you will be charged the full retail value of the item in addition to any applicable late fees.**

5. **Please do not take the item to the dry cleaner.** We handle the dry cleaning and it's included in the cost of the rental, so simply drop it back to us when you're finished with it. If item is damaged due to washing, you will be liable and you will be charged full retail value of the product.

6. You agree to meet the delivery team as agreed upon when renting. This includes the pick-up spots/ drop offs that can be on the Toronto Transit Corporation subway line (stations only) or delivered and picked up in Oshawa, Whitby, Ajax, Pickering or Scarborough East.

7. Any items **returned stained or damaged beyond repair will be charged at full retail value,** in addition to any rental fees already paid. **Rental insurance does not cover loss of the item or irreparable damages,** as we will need to replace the item and/or refund any future bookings for the item.