



DON'T JUST OWN. SMARTLY OWN.

Smart living.  
Smarter experience.



# Thank you for choosing us!

You haven't just chosen RentoMojo. You've chosen to live a smart, comfortable & flexible life filled with experiences without any of the hassles. While we help you do that, we'd also like to learn from you with your suggestions and feedback about our services or products.

Happy renting!

Geetansh Bamania | CEO, RentoMojo



*Geetansh Bamania*

# Your guide to renting



## Delivery & installation

Now that you have got what you rented, here's what you must keep in mind

- Check if the product is damaged. Click pictures in case you notice any fault/ damage at the time of delivery, inform the delivery executive & call us immediately. We'll take prompt action to resolve the matter.
- Check the working condition of the product. For electronics, bikes or products with any mechanism, we strongly recommend that you test its functionality and inform the delivery executive and our customer care team about any fault/damage.
- To schedule the installation for your product (if applicable), please call our customer care team as our delivery executives will not be handling the installation.
- Easy returns, no questions asked: If you don't like the product you receive on delivery, you can return it right away. We'll initiate the refund of your deposit within 24 hours.



## Security deposit

You've paid this already and it's refundable (if you return the products undamaged, of course)

- Does not include monthly rentals.
- Used to secure against damages, if any.
- **Refund:** Post-pickup, the product(s) you rented undergoes a quality check. We calculate and communicate the deposit to be refunded to you. Once the refund is initiated, you'll receive the amount in your source account within 7-10 working days.



## Rent To Own

Loving the product you've rented from us? Buy it later at a nominal price

- You can choose to buy after 12 months if you've rented your product for 12 months or more.
- To place a request to own, please get in touch with our customer care team.
- To make the process faster, it's imperative to clear all your current dues.



## Billing cycle

We never ask you to pay the rent before renting from us

- The billing cycle is from 1st to last day of the month.
- If you receive the order delivery after the 1st, you'll have to pay rent only for the remaining days of the first month, calculated on a pro-rata basis.
- To avoid late fees, we'll send you payment reminders with a due date of 10th of every month.
- **Payment mode:** Rentomojo doesn't accept cash. Please make all your rental payments online via the dashboard. You may also connect your credit card or opt for NACH payment, where the rental amount will be auto-deducted every month from your account. It's a very simple and safe process helping you avoid any payment hassles.



## Free relocation

Moving houses? We'll move your rented products to your new house or city for free

- **Intra-city relocation:** Place a request 7 days before you plan to move to your new home. We'll process your request, pick-up and deliver the products to your new house as per your preferred date and time.
- **Inter-city relocation:** Place a request 7 days before you move out of your current home. We'll close your current subscription, pick-up the products, do a quality-check to avoid any discrepancies and deliver the products to your new home as per your preferred date and time.
- Free relocation can only be availed once during your rental tenure.
- We'll relocate your rentals only to the cities and pin codes that we are operational in.
- To make the process faster, it's imperative to clear all your current dues and provide the address proof of your new house.



# Your guide to renting



## Hassle-free swap

Get easily bored with the same style?  
Swap it later to try another product

- You can swap after 12 months if you've rented your product for 36 months.
- The option to swap is available once every 12 months.
- To place a request, please get in touch with our customer care team or write to [jo@rentomojo.com](mailto:jo@rentomojo.com).
- We'll take 2-3 working days to process your request and post-confirmation, we'll deliver as per your preferred date and time.
- To make the process faster, it's imperative to clear all your current dues.



## Transfer ownership

Moving out but your friend/flatmate wants to keep the rented products?

- Contact our customer care team to initiate the process to transfer the ownership of your rented products.
- You and the person you choose to transfer the order to, will have to confirm and accept the change in ownership. In addition to that, he/she will be required to go through our profile verification process to process the transfer.
- RentoMojo will provide a novation agreement to be signed by you at the end of the ownership transfer process and issue a 'no-dues' certificate to you, the transferor.



## Free pickup

Whenever your tenure ends,  
we'll pick up your rented products for free

- Once your tenure is complete, you can schedule the pick-up of your order. If you wish to extend or terminate the contract, please inform us at least 7 working days prior to the end of your contract.
- In the case of contract termination, we will schedule a reverse pick up at your convenience within 2-3 days of the end of your tenure.
- For quality check, we will match the returned products with the photos taken during delivery to ascertain any damages.



## Free maintenance

We'll do the fixing and maintaining for free  
so you can sit back and relax

- RentoMojo takes care of minor repairs and maintenance.
- To request and schedule, please get in touch with our customer care team.
- Please allow us 5 working days to resolve any repair or maintenance related issues.
- If the technician inspects your rented product and requests for any payment, please get in touch with us. Any amount you pay will be credited as RentoMoney, which can be used to pay your monthly rent.
- For a faster process, please send pictures/ videos of the damage via email to [jo@rentomojo.com](mailto:jo@rentomojo.com).



## Cancel anytime

Change of plans or don't need the products anymore?  
Return it anytime, hassle-free

- With our Flexi-tenure policy, you can cancel your order anytime.
- Please inform our customer care team 1 week before your preferred closure date.
- On cancellation, you will only have to pay the difference in monthly rental rate between 'contract tenure' (the tenure selected during order placement) and 'actual tenure' (effective tenure during order closure).
- **Example:** If you rent a product for 12 months and decide to return it in the 5th month (i.e. after the completion of the 4th month), you will be charged the difference amount between the monthly rental for the 12-month tenure and the 4-month tenure.

Rental amount for 12 months: ₹500/month

Rental amount for 4 months: ₹700/month






Pay on cancellation/return: ₹800 (₹200 for 4 months)










# A guide to renting

## Smartphones, Smart Devices & Laptops

-  **Delivery:** Please check if the product(s) that you received is in good condition. If you don't like the product you receive on delivery, you can return it right away. We'll initiate the refund of your deposit within 24 hours.
-  **Security deposit:** The refundable amount you've already paid does not include the monthly rentals and is used to secure against damages if any.
-  **Try now, buy later:** Loving the phone you've rented from us? Buy it later at a nominal price to own it forever.
-  **If you move to another city,** you'll have to close your current rental subscription. You can, however, start a new subscription if our services are operational in your new city.
-  **Close your rental subscription anytime:** At any point during your rental tenure, you can easily return/ cancel the product by paying a minimal amount equal to the difference in monthly rental rates.

-  **Monthly rentals:** The billing cycle is from 1st to last day of the month. If you receive the order delivery after the 1st, you'll have to pay rent only for the remaining days of the first month, calculated on a pro-rata basis. Please make all your rental payments online via the dashboard.
-  **Your data is always safe:** On returning, our team will format and reboot the product in front of you, so your data remains safe and never gets misused.
-  **Transfer of ownership is not applicable** on renting smartphones, smart devices and laptops.
-  **Protection against physical damage:** All our smartphones come with a screen guard and back cover. You may request for up to 3 screen guards in a year.
-  **Refund:** Post-return, the product(s) you rented will undergo a quality check. We calculate and communicate the deposit to be refunded to you. Once the refund is initiated, you'll receive the amount in your source account within 7-10 working days.

## Frequently Asked Questions

### 1. Can I buy the products I subscribe from RentoMojo?

Yes, these products come with our exclusive Rent To Own feature, where you can buy the product after your subscription period ends.

### 2. Can I upgrade/ swap the rented products?

No, but you can close your subscription and place a new order for the product you'd like to rent and upgrade to. However, please note that this may incur additional charges.

### 3. What do I do if the product gets lost/ damaged or starts malfunctioning?

Any damage to the rented product will incur charges of up to the existing market value of the product, at the time of such damage being detected by our representatives. Damages include but are not limited to:

- dents, scratches, breakage, chipping
- exposure to liquid/ dampness/ moisture/ sand
- hardware and software tampering including jailbreak, rooting, unlocking boot ROM
- bending of the frame/ modifications
- unauthorized repairs
- malware installation
- cracked display
- any other cause not arising due to a manufacturing defect of the product

In case the rented product is lost/ misplaced/ stolen, notify us immediately via email or call, and file an FIR with the jurisdictional police station and share a copy of it with RentoMojo. You may choose to either file the FIR on your own or assist us in filing it. You will, however, have to pay a penalty amounting to the existing market value of the product, at the time of such incident being notified.

### 4. My rented product needs servicing. What do I do?

Please notify RentoMojo via call or email if you detect the need for servicing. RentoMojo will assist in resolving the issue over call/ email. In case the issue is not resolved, we'll send a representative within 2-5 days from the date you raised the issue to assess the service requirement. If not resolved by the representative, the product will be picked up and we'll deliver a temporary basic product during the servicing period. Once the original product is repaired, we'll deliver it to you and pick-up the temporary product. However, you will be liable to pay for any quality assessment check (QC) or service charges incurred by RentoMojo for the service. In case of manufacturing defect, you will not be held liable to pay the charges for the service. We strongly recommend that you backup/ store your data (contacts, images, audio, videos, files, software and passwords) elsewhere as the product servicing may lead to deletion of data and reformatting of the device.





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**Tell us about your experience**

Write to us: [jo@rentomojo.com](mailto:jo@rentomojo.com)

Talk to us: 080-4687-2700 / 1800 102 6601 (9 AM - 8 PM)

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**Review us on:**



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