

Rental Terms

Renting and lending occasion wear on Sharara

K2026480232 (South Africa) (Pty) Ltd, trading as Sharara, registration number 2026/480232/07

Jurisdiction: Republic of South Africa

Effective date: 12 October 2026

1. About these Rental Terms

These Rental Terms apply to every rental made through the Sharara Platform: to the person who rents a piece (the renter) and to the seller who lists it for rent (the lister). They form part of the Website Terms of Use, and for listers they also form part of the Seller Marketplace Agreement.

The rental contract for a piece is between the lister and the renter. Sharara provides the Platform, takes payment, arranges couriers, holds the deposit, and decides deposit claims as set out below, but Sharara is not the owner of the piece.

Where these Rental Terms differ from the Website Terms of Use, the Seller Marketplace Agreement, or the Buyer Checkout, Returns and Delivery Policy on a rental, these Rental Terms apply. Where a renter accepted a private offer, the terms of that offer's agreement apply first for that rental.

2. Who can rent and list

- A renter needs a Sharara account with a verified email address. Users under 18 may rent only with the consent and supervision of a parent or legal guardian.
- A lister must be an approved Sharara seller and must have the right to rent out each listed piece.
- Nobody may rent their own listing. A private listing can be rented only by the person it was offered to.

3. Rental period and booking

- The rental period is the dates chosen at checkout. Both the start date and the end date count as rental days.
- A rental lasts at least 3 days and at most 14 days. A lister may set a longer minimum or a shorter maximum for a piece, within those limits.
- The start date must be at least 4 days after the booking and not more than 90 days ahead, so that there is time to deliver the piece.
- The lister's calendar also blocks days before and after each rental for delivery, the return trip, inspection, and the lister's own turnaround time. Those days are not part of the rental and are not charged to the renter.
- A booking is confirmed only once it is paid, or once it is reserved on a card as described in section 5.

4. Price and deposit

- The rental fee is the lister's price per day multiplied by the number of rental days.
- The renter also pays for delivery both ways (to the renter and back to the lister), using the courier options shown at checkout.
- A lister may ask for a refundable deposit of up to R5,000, or no deposit. The deposit is held by Sharara's payment partner for the rental and is not paid to the lister unless it is awarded under section 10.
- The rental fee, delivery charges, deposit, any discount, and the total payable are shown before the renter pays. Sharara does not currently add a service fee for renters; if that changes, the fee will be shown at checkout before payment.

5. Paying for a rental

- **Paying now.** When the start date is 10 days away or less, the renter pays the full amount at checkout. The dates are held for a short time while the renter completes payment; a booking that is not paid is cancelled and its dates are released.

- **Reserving.** When the start date is further away, the renter may reserve the rental on a saved card. A small amount may be taken to check the card and is given back. The card must remain valid until the charge date. Sharara emails the renter 2 days before the charge and charges the card automatically 10 days before the start date.
- If that charge fails, Sharara retries it and then gives the renter 48 hours to pay by link. If the rental is still unpaid after that, it is cancelled at no cost to the renter.
- A renter may have at most 3 reserved rentals waiting to be paid at any one time.
- Payments, refunds, and card checks are processed by Sharara's payment partner and are subject to its terms.

6. Cancellation

- **By the renter.** A renter may cancel a rental through the Platform at any time until the lister has booked the courier to send the piece. The rental fee, delivery charges, and deposit are then refunded in full. After the piece has been sent, the rental can no longer be cancelled.
- **Unused days.** Returning a piece early, or not wearing it, does not entitle the renter to a refund for unused days.
- **By the lister.** A lister may not cancel a paid rental, except through Sharara support for a good reason (for example, the piece has been damaged or lost before dispatch). Repeated cancellations may lead to restrictions under the Seller Marketplace Agreement.
- **If the piece is not sent.** If the lister has not sent the piece by the end of the ship-by date (or within 48 hours of payment, if that is later), the rental is cancelled and the renter is refunded in full.
- **By Sharara.** Sharara may cancel a rental before it starts if the piece cannot be delivered in time, if a failed delivery is not rebooked within 3 business days, or for fraud, safety, or policy reasons. The renter is then refunded in full.
- Refunds go back to the original payment method. How long they take to appear depends on the renter's bank.

7. Delivery to the renter

- The lister must hand the piece to the courier by the ship-by date, which is 3 days before the start date. Sharara arranges the courier; the lister only needs to hand the parcel over.
- The renter must give an accurate delivery address and be available to receive the piece. Delivery dates are estimates.
- The renter should check the piece as soon as it arrives and before wearing it. If it is the wrong piece, is damaged, or is materially different from the listing, the renter should not wear it and should contact Sharara at support@sharara.co.za straight away with the order number and photos.
- If a delivery fails, Sharara will try to rebook it. If the piece cannot reach the renter in time, section 6 applies.

8. Using the piece

- The renter may wear the piece for its intended occasion during the rental period and must take reasonable care of it.
- The renter must not alter, cut, take in, let out, dye, or remove embellishments from the piece, and must not lend, sublet, sell, or pledge it.
- The renter must not wash, dry-clean, or attempt to repair the piece unless the listing says so. If something is spilled on it or it is damaged, the renter should tell the lister through Sharara support rather than try to fix it.
- Cleaning and pressing between rentals is the lister's responsibility. Ordinary wear from careful use during the rental is not damage.

9. Returning the piece

- Sharara books the return courier for the end date. The renter can also choose to return the piece early from the rental page.
- The renter must pack the piece with everything it came with (including accessories and, where possible, the original packaging) and hand it to the courier by the end of the day after the end date (the return-by date). For a return Sharara arranges without a courier, the renter must follow Sharara's instructions.
- A piece not collected by the return-by date is overdue. The lister may claim from the deposit for a late return under section 10.
- If the piece has not been collected 7 days after the return-by date, it is treated as not returned. Sharara then opens a claim for the full deposit, and section 11 also applies.

- Where the courier failed to collect even though the renter was ready, Sharara takes the courier's records into account and does not hold that delay against the renter.

10. Inspection, deposit, and claims

- The lister has 48 hours from when the piece is marked returned to inspect it. If the lister raises no claim in that time, the deposit is refunded to the renter in full and the rental is complete.
- Within that time, the lister may claim against the deposit for damage, missing items, late return, or another breach of these Rental Terms. A claim must describe the problem and, for damage or missing items, include at least one photo. A claim cannot exceed the deposit, and there can be no claim against a deposit on a rental without one.
- The renter is told about the claim and has 3 days to respond once, with an explanation and photos. If the renter does not respond, Sharara decides without the renter's side.
- Sharara then decides the claim and gives its reasons. It may refund the deposit to the renter, award it to the lister, or split it between them. Any part of the deposit not awarded to the lister is refunded to the renter.
- Sharara's decision settles the deposit on the Platform. It does not take away any rights the renter or lister has under law.

11. Responsibility beyond the deposit

The renter is responsible for loss of, damage to, or failure to return the piece, even if the deposit was waived or is less than the cost. That responsibility is limited to the reasonable cost of repair or, if the piece cannot be repaired or is not returned, its replacement value: its listed sale price, or a reasonable replacement value if it is not listed for sale. Sharara may help the lister recover that amount but is not obliged to, and the lister may also recover it from the renter directly.

12. Lister obligations

- Keep each rental listing's terms (price per day, deposit, minimum and maximum days, turnaround days) and calendar accurate.
- Send the piece clean, pressed, in the condition described in the listing, and with every accessory listed.
- Hand the piece to the courier by the ship-by date. For a reserved rental, do not send the piece before Sharara confirms that it has been paid.
- Be available to receive the return. For a return Sharara arranges without a courier, confirm on the Platform when the piece is back.
- Inspect the piece within 48 hours of its return and claim honestly, with evidence.
- Do not sell the piece, or arrange its rental outside Sharara, while it is booked. A piece cannot be marked sold while a rental is booked or out.
- Once the piece is back, the lister may release the remaining blocked days early so it can be rented or sold again. This does not affect the inspection window or the deposit.

13. Fees and lister payout

- Sharara charges a 15% commission on the rental fee (or the commission rate shown to the lister on the Platform when the rental is booked). No commission is charged on the deposit or on delivery charges.
- The rental fee, less commission and any disclosed fees, is released to the lister when the rental is complete: when the lister clears the return, when the inspection window ends without a claim, or when Sharara decides a claim. It is then paid out under the payout terms of the Seller Marketplace Agreement.
- Nothing is paid to the lister for a rental that is cancelled before the piece is sent.

14. Problems and support

Rental questions, problems with a delivered piece, and complaints go to Sharara support at support@sharara.co.za, with the order number and any evidence. Sharara may hold the rental fee or the deposit while it looks into a problem, a chargeback, or a suspected breach.

15. Changes and governing law

Sharara may update these Rental Terms by publishing a new version on the Platform. A rental is governed by the version in force when it was booked. These Rental Terms are governed by the laws of the Republic of South Africa, and the limitation of liability in the Website Terms of Use applies to Sharara.