

Frequently Asked Questions

How does UNUZD work?

UNUZD is a peer-to-peer renting platform, meaning users can rent their items to each other and some money.

Is all this safe?

We have a verification system to make sure the people on the app are who they say they are, with ratings and reviews that show how they interact with other users. We store all in-app chats on our servers in case any issues arise. We never share any of your personal information. Basically, you're in charge of everything! If you're still scared, then you should talk to the person before borrowing or lending an item from them. They could have the same fears about you! Trust your gut when deciding to meet people.

How can I rent my item?

You can simply upload a few photos for your item, set a daily, weekly and monthly rate and put some description for your item and list it on UNUZd, Users will see your listing and once they request a booking we'll let you know via email and app notification

Is there any fee for renters?

Yes, there is a 17% UNUZD fee on each rental transaction, For example if the weekly rate for your camera is \$100 and you rent it for a week, we'll charge you \$17 and you'll make \$83

Is there any fee for borrowers?

No, there is no UNUZD fee for borrowers, Although to borrow an item you'll only need to pay the rental amount to the renter(owner of the item).

How do I get paid?

Once you receive a new booking for your item, we'll charge the rental amount from the borrower's account and will keep the money with us till they pick up the item from you, then we'll release the money to your Stripe account the day after the pick up of the item. You need to update your payout method and tell us your Stripe ID that you want us to transfer your earning to, For updating your payout method please go to payment section of the app or website.

What if my item is returned but it's damaged? (Insurance)

You need to take photos of your item every time before you rent it to the borrower. The photos of your item should be taken with your phone's camera so that it has the time that the photo was taken encrypted in them. In case of the damage you can provide the photos of your item to UnUzd support and we'll cover up to \$100 of the damage to your item which will be paid to your provided Stripe account.

What is the minimum rental duration?

One hour is the minimum rental duration using the UnUzd app.

Can I ask a property owner questions about their rental offering or item for sale before I commit to rent or buy from them?

Yes, the app allows for questions and answers between interested parties

What happens if my item worth more than \$1000 and it's damaged by the borrower? (Insurance)

If your item worth more than \$1000, you need to take a photo of the borrower's ID when they are picking up the item so that in case of the damage to your item you can provide it to UnUzd support. We will try to get in touch with the borrower and ask them to pay the compensation as they are responsible for that. If they refuse to pay the amount we will proceed the matter through legal channels and will update you with the result.

What happens if I book an item but the renter rejects my booking?

We will refund the entire amount to your account and you won't get charged any fees.

How do I book an item on UNUZD?

You can simply choose the dates that you need the item for and pay the rental amount using Stripe and we'll let the renter know about your booking request, If they accept your booking request you'll need to use the chat system to organise the pickup and drop off of the item. We will only release the money to the renter's account when you receive the item and in case of the cancellation we will refund all your money to your provided payment method.

Do I need to do anything when someone requests to book my item?

Yes, once you receive an email or app notification about the new booking, you'll need to go to "My Booking" menu and accept or reject the booking within 12 hours, Otherwise the booking will automatically get cancelled. You'll need to use the chat system to organise the pickup and drop off of the item once you accept the booking.

How do I verify my account?

We try to keep UNUZD a safe and secure platform for renting and in order to achieve that goal we do some ID check before you do your first rental transaction. If you are using the app you can upload the required documents in "Verify Me" section of the app under the "more" menu and if you're using the website you can do it on the profile page.

What documents do I need to submit to verify my account?

We need a proof of ID and proof of the address, an State driver's licence is the preferred method of ID verification otherwise you'll need one document as the ID(Copy of the passport, Medicare card, birth certificate) and one document as the proof of address(Copy of your electricity bill, water bill, internet bill or rental contract) .

I don't think that I have anything someone would want to rent?

That is impossible! You never know what people might need. Have a browse through the app and see what kind of stuff people are posting, and perhaps inspiration will strike.

How do you decide on item pricing?

What's up to you! We here at UNUZD don't choose the prices, only you do. Look through the app and see the price of similar items, or, if nothing is available, try doing 5-15% of the item's purchased price per day, depending on factors such as age, condition, and even sentimental value. Then after some time, see the response and alter the price based on demand.

How do I get in touch with UNUZD if I'm having issues with a user or something goes wrong?

We want nothing more than for you to have the best experience using UNUZD, so if you have any problems whatsoever, send us an email to support@unuzd.com and we'll get back to you.

My posting was deleted. What's the deal?

If your posting was deleted, then that means it probably was an offensive, illegal, inappropriate, perishable, or unsanitary item. If you think we were mistaken, send us an email and we'll sort it out!

I've found an issue/something that can be improved with the app. How can I let you know?

Contact our tech team at support@unuzd.com and we'll make sure we consider the improvement. Thanks for your feedback!

How do I delete my account?

Sorry to see you go! Send us an email at support@unuzd.com and we'll delete the account for you. If you're feeling up to it, in the email we'd love to hear any feedback that would help make the app better for you and the community.

When is UnUzd coming to my city?

We're busy testing it out in Miami, but we're looking to expand as soon as we are able. Feel free to keep checking the blog for updates or send us a message and we'll let you know what's up! Or, you know, move to Miami. You're always welcome here!

I'm a journalist and I want the world to know about UNUZD. Where should press emails be sent? Please send all press emails to us at support@unuzd.com and we'll give you the best interview you've ever had.

What if there is an incident with my rental?

If you believe that a renter has caused any damage to your equipment, you are required to report that damage within 24 hours of the end of the reservation, and to provide reasonable cooperation in the investigation of the damage. Based on the investigation, UnUzd or third party claims administrators will reasonably determine whether or not the damage occurred during the reservation period. If UnUzd is not given prompt notice, or if you do not provide reasonable cooperation in the investigation by UnUzd or third party claims administrators, we may not be able to determine the cause. In that case, you agree that we may decline any financial responsibility for such damage.