Little Big Shed – Lender Protection Policy

Quick Summary

For Borrowers

✔ Loss protection

✔ Theft protection

✔ Accidental damage protection

✔ Report incidents within 24 hours

✔ Police report required for theft

✔ Applicable excess may apply

✔ Full policy available to review

For Listers

✔ Protection during every eligible hire

✔ Claims managed by Little Big Shed

✔ Fair repair/replacement or compensation process

✔ Updates throughout the claims process

What's Covered?

Loss – If an item is lost during a hire, the cost of repair or replacement may be covered, subject to the policy terms and applicable claim limit.

Theft – If an item is stolen during a hire, it may be covered provided it was stored and secured responsibly and the required reporting requirements are followed.

Accidental damage – Accidental damage to an eligible item may be covered, subject to the policy terms and applicable claim limit.

Important

All claims are assessed against the Lender Protection Policy. Cover is subject to the policy terms, conditions, exclusions and applicable claim limit.

What's Not Covered?

✔ Damage caused by mechanical faults or breakdowns

✔ Pre-existing issues, including rust, corrosion or defects

✔ General wear and tear from normal use

✔ Personal injury or damage to other property caused during use of an item

✔ Excluded categories, including real estate, campervans and motorhomes, people and services, chemicals or dangerous weapons

What Happens If an Item Is Stolen?

✔ Report the theft to Little Big Shed within 24 hours.

✔ Contact the police and obtain a police report.

✔ Provide a copy of the police report to Little Big Shed.

✔ Provide any other information required to assess the claim.

The item must have been stored and secured responsibly for theft protection to apply. Little Big Shed will then assess the claim in accordance with the Lender Protection Policy.

What Happens If a Borrower Doesn't Return an Item?

If an item is not returned at the end of the agreed hire period, Little Big Shed will contact the borrower and assess the circumstances.

Where the circumstances indicate that an item has been lost or stolen, the matter will be managed in accordance with the Lender Protection Policy and the borrower may be required to provide further information or a police report.

Any applicable amount that is the borrower's responsibility may be recovered using the payment/security arrangement established at the time of hire.

Is Accidental Loss Covered?

Yes. Eligible items are covered for loss during a hire, subject to the Lender Protection Policy, applicable claim limit and any relevant exclusions.

If an item is accidentally lost, please report it to Little Big Shed as soon as possible and provide details of what happened.

What Happens If I Accidentally Damage an Item?

Report the damage to Little Big Shed within 24 hours through the app and provide any requested information or photographs.

Little Big Shed will assess the circumstances and determine the appropriate claim outcome under the Lender Protection Policy.

The borrower may be responsible for the applicable excess depending on the claim.

Something Goes Wrong? Here's What to Do.

01	**Report it** Report loss, theft or damage within 24 hours through the app.
02	**Provide the details** Tell us what happened and provide any requested information, photographs or documentation.
03	**Police report if required** A police report is required for stolen items and must be provided to Little Big Shed.
04	**We assess the claim** We'll review the circumstances against the Lender Protection Policy and confirm the appropriate outcome.
05	**Claim resolved** Where applicable, the owner will be compensated and any applicable borrower responsibility will be managed in accordance with the policy.

What Are Borrowers Responsible For?

Lender Protection doesn't remove the responsibility to take reasonable care of hired equipment.

Borrowers must:

✔ Take reasonable care of the item.

✔ Store items safely and securely.

✔ Follow relevant manufacturer or safety instructions.

✔ Report loss, theft or damage within 24 hours.

✔ Provide a police report where required.

✔ Cooperate with the claims process.

✔ Return the item at the end of the agreed hire period.

Failure to meet these responsibilities may affect a claim.

Will I Have to Pay Anything If Something Goes Wrong?

If an eligible claim is accepted, the borrower may be responsible for the applicable excess depending on the claim. The applicable amount will be determined in accordance with the Lender Protection Policy. Please make the applicable excess clearly visible during the hire process.

Is There a Limit to the Protection?

Claims are subject to a maximum claim limit of **$500**, together with the terms, conditions and exclusions of the Lender Protection Policy.

For Listers (Owners)

Every eligible item you list is covered during a hire, subject to the Lender Protection Policy.

✔ We'll manage the claims process.

✔ We'll assess the circumstances.

✔ We'll determine the applicable repair, replacement or compensation amount in accordance with the policy.

✔ We'll keep you informed throughout the process.

This means owners can lend their equipment with greater confidence, while Little Big Shed manages the protection and claims process.

What This Means for Hirers (Borrowers)

✔ Every hire comes with built-in Lender Protection.

✔ If something goes wrong, you're only responsible for the agreed excess fee.

✔ You must take reasonable care of the item (e.g. storing it indoors or securely).

✔ If an item is stolen, you must file a police report and provide it to us within 24 hours.

✔ Reporting loss or damage promptly helps resolve claims quickly.

What This Means for Listers (Owners)

✔ Every item you list is covered for loss, theft, or accidental damage during a hire.

✔ If something happens, we'll handle the claims process and compensate you fairly, based on current market value.

✔ You'll be kept informed at every step of the claims process.

✔ You're protected by our standard Lender Protection, giving you peace of mind every time you lend.

What To Do If Something Goes Wrong

✔ Report within 24 hours via the app.

✔ If stolen, the hirer must file a police report and upload a copy.

✔ We'll assess the claim, confirm fair value, and arrange payment to the owner.

✔ Hirer may be charged an excess fee depending on the claim.

For Hirers (Borrowers)

✔ Every hire is covered by Lender Protection for loss, theft, or accidental damage.

✔ Just pay the excess if something goes wrong.

✔ Store items responsibly & report issues within 24h.

✔ Quick, fair claim handling — no hidden surprises.

For Listers (Owners)

✔ Your items are automatically covered by Lender Protection every time they're borrowed.

✔ Covered for fair repair or replacement value.

✔ Fast claims process managed by us.

✔ Peace of mind every time you share.