Terms & Conditions Re-Startkit

Last updated: 01/06/2026

Re-Startkit is a social-circular rental initiative by Maakbaar Leuven, allowing students and temporary residents in Leuven to rent small household appliances instead of buying them. The project aims to keep appliances in use longer through reuse, maintenance and repair.

By making a reservation and/or collecting an appliance, the renter declares to have read and agreed to these terms and conditions.

1. Who can rent?

Re-Startkit is aimed at students, international students, PhD researchers, postdoctoral researchers and other temporary residents in Leuven.

Only persons aged 18 or older may enter into an agreement with Re-Startkit.

Re-Startkit reserves the right to limit participation to specific target groups or to refuse a request when the conditions are not met.

2. What data is collected?

To correctly organise reservation, rental, follow-up and refund, Re-Startkit may request the following data:

Identification data
- full name
- email address
- phone number
- student card or proof of enrolment
- date of birth if needed for identification

Address data
- residential address in Leuven
- if necessary: permanent home address

Payment data
- bank account number (IBAN) for deposit refund or other reimbursements

Rental administration
- chosen appliances
- rental plan
- start and end date of the rental period
- collection and return date
- unique appliance ID or serial number linked to the renter
- registration of the appliance condition at collection and return

Project evaluation
- feedback on user experience
- participation in surveys or evaluation moments

This data is processed exclusively for operational purposes, communication, administration, deposit management, project follow-up and service improvement.

3. Which appliances can you rent?

Depending on availability, the following appliances may be rented:

- desk lamp
- kettle
- coffee machine
- rice cooker
- vacuum cleaner

The range of available appliances may change.

Appliances may be:

- second-hand;
- refurbished;
- new.

Each appliance is checked for functionality and basic safety before rental.

4. Reservation and availability

A reservation request does not automatically guarantee rental.

A reservation is only confirmed after confirmation by Re-Startkit.

As availability depends on stock, logistics and operational feasibility, Re-Startkit may:

- refuse a request;
- adjust reservations;
- propose an alternative appliance;
- cancel a reservation if delivery or availability proves impossible.

5. Rental price and deposit

Upon collection, the renter pays:

- the rental price for the chosen plan;
- the deposit per appliance.

Current rates are communicated via the website or reservation page.

The rental price includes:

- use of the appliance for the chosen period;
- regular maintenance;
- support for defects with correct use;
- basic repair if applicable.

The deposit is only refunded after:

- the appliance has been returned on time;
- the appliance is complete;
- no damage has been found beyond normal wear;
- no outstanding amounts are owed.

The deposit is refunded via a payment method chosen or agreed upon by Re-Startkit.

6. Use of the appliances

The renter commits to using the appliances carefully, safely and in accordance with the instructions.

The renter visually inspects the appliance before first use and immediately reports any visible damage, defects or safety issues to Re-Startkit.

It is not permitted to:

- resell appliances;
- lend them to third parties;
- sublet them;
- open or repair them yourself;
- use them professionally or commercially;
- take them outside Belgium without prior permission;
- use them in an unsafe or improper manner;
- connect them incorrectly or use them outside their intended purpose.

The renter is fully responsible for correct use during the rental period.

7. Maintenance and small consumables

The renter is responsible for normal daily maintenance, such as:

- cleaning after use;
- storing correctly;
- emptying where needed;
- handling with care.

For certain appliances, consumables may be required, such as:

- vacuum cleaner bags;
- filters;
- descaling products;
- light bulbs.

Re-Startkit clearly communicates what is included and what the renter must provide themselves.

8. Defects and repair

In case of defects or damage, the renter must contact Re-Startkit as soon as possible via info@maakbaarleuven.be, and no later than 48 hours after discovery.

The renter may never independently:

- carry out repairs;
- replace parts;
- engage external repair services.

In case of normal use, Re-Startkit will assess whether:

- repair is possible;
- replacement is possible;
- the defect falls under normal wear and tear.

Repair and lifespan extension are an explicit part of the project.

9. Damage, loss or theft

In case of damage due to:

- incorrect use;
- negligence;
- improper handling;
- loss;
- theft;
- non-return,

Re-Startkit may:

- retain the deposit in whole or in part;
- charge additional repair costs;
- charge cleaning costs;
- charge replacement costs.

These costs may amount to the full replacement value of the appliance.

10. Force majeure

Re-Startkit is not liable for delays, cancellations or unavailability of appliances due to circumstances beyond its reasonable control, including:

- technical defects;
- fire;
- strikes;
- logistical problems;
- partner failure;
- force majeure;
- other unforeseen operational circumstances.

11. Return and deposit

The appliance must be returned to the agreed location no later than the agreed end date.

In case of late return, Re-Startkit may:

- charge an additional fee;
- partially or fully retain the deposit;
- refuse future participation.

The appliance must be returned clean, complete and in good condition, including all accompanying parts and accessories.

The deposit is only refunded after inspection of the appliance. As this inspection is carried out carefully, the refund may take several weeks.

Re-Startkit reserves the right to temporarily suspend the deposit refund in case of doubt about damage, missing parts, late return or abnormal wear, until the inspection is fully completed.

Any costs for repair, cleaning, missing accessories or replacement may be partially or fully deducted from the deposit.

12. Cancellation

A reservation may be cancelled free of charge as long as the appliance has not yet been collected.

After collection, a refund of the rental price is not possible, unless Re-Startkit explicitly agrees in writing.

13. Liability

Re-Startkit carefully inspects appliances before rental, but use is always at the renter's own risk.

Re-Startkit is not liable for:

- damage due to incorrect use;
- damage to personal property;
- injuries due to unsafe or improper use;
- consequential damage from defects;
- temporary unavailability of appliances;
- loss of personal belongings.

14. Privacy

Re-Startkit processes personal data exclusively for:

- reservation management;
- communication;
- rental administration;
- deposit management;
- operational follow-up;
- impact measurement;
- evaluation and improvement of the project.

Personal data is not retained longer than necessary for these purposes or legal obligations.

Data is not sold to third parties.

Anonymised data may be used to gather insights on usage, defects, repairability and circular impact.

Users have the right to access, correct or delete their personal data via info@maakbaarleuven.be.

15. Termination of participation

Re-Startkit reserves the right to temporarily or permanently terminate participation in case of:

- fraud;
- misuse;
- repeated late behaviour;
- aggressive or inappropriate behaviour;
- non-compliance with these terms.

16. Feedback and project evaluation

As Re-Startkit is a pilot project, participants may be invited for:

- feedback surveys;
- evaluations;
- user interviews;
- maintenance or contact moments.

Participation helps to improve the service.

17. Applicable law

These terms are governed by Belgian law.

Any disputes fall under the jurisdiction of the competent courts of Leuven.

18. Amendments

Re-Startkit may amend these terms when operations, legislation or project context changes.

The most recent version is always available on the website.

19. Contact

Re-Startkit / Maakbaar Leuven
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3000 Leuven
info@maakbaarleuven.be
https://www.maakbaarleuven.be/re-startkit

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