DAMAGE WAIVER TERMS & CONDITIONS

AidersPlus Platform | Transaction Layer | Final - July 22, 2026

Optional and separate from the deposit	The Damage Waiver is an optional add-on offered at checkout. It is separate from the Security Deposit. If both are in place and damage occurs, the Waiver pays first up to its CAD $750 limit; the Deposit covers any remaining confirmed amount.

1. What the Damage Waiver Is

The AidersPlus Damage Waiver ("Waiver") is an optional, platform-administered risk-sharing contribution available to Renters at the time of booking checkout. When purchased, the Waiver creates a conditional right for the Renter to have documented costs of eligible accidental damage offset from the AidersPlus risk pool, subject to the conditions, limits, and exclusions set out below.

The Damage Waiver is not insurance	THE DAMAGE WAIVER IS NOT INSURANCE. It is not a contract of insurance, does not create an insurer-insured relationship, and is not regulated under the Insurance Act, R.S.O. 1990, c. I.8 AidersPlus does not hold an insurance license. The Waiver is a contractual arrangement between the Renter and AidersPlus alone; it does not create any right of claim against the Supplier.

2. Purchase, Pricing, and Confirmation

The Waiver is offered as an optional add-on during the booking checkout process. The Waiver fee is exactly ten percent (10%) of the Rental Fee only, rounded to the nearest dollar.

The Waiver fee is charged at booking confirmation. For Renter-initiated cancellations and no-shows, it is non-refundable except in Force Majeure or where the Renter cancels within the statutory cooling-off window described in the AidersPlus Cancellation and Refund Policy. If the Supplier cancels, the Waiver fee is fully refunded.

3. What the Waiver Covers

Subject to the exclusions in Section 4 and the limit in Section 5, the Waiver covers:

- Accidental physical damage to the rented equipment occurring during the rental period (from pickup to return)
- Accidental damage documented in both the pickup and return Photo Checklists
- Repair costs or, where repair is not practicable, the fair market replacement value of the damaged component, as determined by AidersPlus based on submitted evidence

4. What the Waiver Does NOT Cover

The Waiver does not cover and AidersPlus will not make any payment for:

- Theft, mysterious disappearance, or non-return of equipment

- Intentional damage, vandalism, or wilful misconduct
- Gross negligence, including failure to follow the Supplier's stated handling instructions
- Damage resulting from use of the equipment outside its intended purpose (e.g., using indoor equipment outdoors in wet conditions, overloading speakers beyond rated capacity)
- Pre-existing damage documented in the pickup Photo Checklist before the rental commenced
- Normal wear and tear, cosmetic deterioration, or deterioration due to age
- Damage to third-party property or personal injury claims of any kind
- Consequential or indirect losses, including loss of income by the Supplier due to equipment downtime
- Damage occurring during transit to or from the pickup location if the Renter elected to transport equipment beyond the agreed pickup location without Supplier consent

5. Coverage Limit

The maximum amount payable from the Waiver risk pool for any single booking is CAD $750, regardless of the number of items damaged or the total cost of repair or replacement. Amounts above CAD $750 remain the Renter's personal liability and may be recovered from the Security Deposit or through civil proceedings.

The Waiver applies per booking, not per item. If multiple items are damaged in a single booking, the CAD $750 limit applies to the aggregate of all claims arising from that booking.

6. Damage Claim Process

To make a Waiver claim:

1. Step 1 - Supplier reports damage: The Supplier must report the damage through the AidersPlus Platform within twenty-four (24) hours of equipment return, attaching the return Photo Checklist and any additional photographs
2. Step 2 - Notice and review: AidersPlus will notify the Renter within twenty-four (24) hours after receiving a valid damage claim and may request any additional evidence required for its review.
3. Step 3 - Renter response: The Renter has forty-eight (48) hours after notice to respond to the claim with any evidence or submissions.
4. Step 4 - Determination: AidersPlus will issue a written determination within five (5) business days after receiving all required evidence. Complex claims may take up to ten (10) business days, and both parties will be notified of any extension.
5. Step 5 - Payment: If the claim is approved, AidersPlus will apply the Waiver and any Deposit charge in the order stated below and will transfer the approved amount to the Supplier within five (5) business days after charge confirmation or determination, as applicable.

The parties agree that AidersPlus may retain a qualified professional or other third party to review a claim. Any reasonable review cost deducted from an approved claim amount will be disclosed in the written determination.

7. Interaction with Security Deposit

The Waiver applies before the card-on-file Deposit. If the Waiver covers the full damage cost, no Deposit charge is made. The Deposit is used only for amounts exceeding the Waiver limit or for ineligible damage.

The order of liability application for confirmed damage is:

1. First: Damage Waiver risk pool (up to CAD $750 for eligible damage)

2. Second: Security Deposit charge (for amounts above Waiver limit, or for ineligible damage categories)
3. Third: Renter personal liability (for amounts exceeding both Waiver limit and Deposit amount)

8. Risk Pool Management

Waiver fees collected by AidersPlus are held in a designated risk pool account. AidersPlus manages claims against this pool at its sole discretion. The pool is not a trust account and Renters have no property interest in contributed fees.

AidersPlus reserves the right to adjust Waiver pricing, coverage limits, and exclusions at any time upon thirty (30) days' written notice. Changes do not affect Waivers already purchased for confirmed bookings.

9. Governing Law

These Damage Waiver Terms are governed by the laws of the Province of Ontario. Any dispute arising from a Waiver claim will be resolved under the AidersPlus dispute resolution process, subject to the rights of either party to seek remedies through the courts of Ontario.

Questions	Contact bookings@aidersplus.ca or 289-400-3093.