

PANTHER CODE

Clothing Rental Agreement · Dubai, UAE

AGREEMENT DETAILS

Date	
Agreement / Rental Ref.	

PANTHER (Lessor)

Panther Code L.L.C FZ | Meydan Free Zone, Dubai, UAE | License No. 2540086.01 | Rep: Vladlena Semeniuk

CLIENT (Lessee)

Full Name:	Email:
Emirates ID / Passport:	Phone:

1. DEFINITIONS

1.1 In this Agreement: Damage means any damage, staining, odour saturation, alteration, missing components, loss, or theft reducing the rentable condition of a Good, excluding Wear and Tear. Deposit means the refundable security deposit or Pre-Authorisation in Schedule 2. Goods means all clothing, shoes, accessories, and related items including garment bags and labels. Handover Note means the signed release note confirming the Goods and their condition. Inspection Window means 48 hours after return. Inventory Record means Panther's record of items released and returned. Late Fee means charges per Clause 7.4. Rental Charges means the fees in Schedule 2. Rental Period means the period from collection/delivery until the Return Deadline. Replacement Value means the value in Schedule 3 or as determined by Panther per Clause 8.4. Return Deadline means the date/time in Schedule 2. Wear and Tear means minor wear from careful single-occasion use, excluding stains, tears, burns, or broken fastenings.

2. BOOKING

2.1 A Booking is not binding until Panther issues a Booking Confirmation and receives the Deposit and any advance Rental Charges in cleared funds.

2.2 The Client shall provide all information requested by Panther including identity verification and intended use.

3. FEES, DEPOSITS, AND PAYMENT

3.1 The Client shall pay: Rental Charges; the Deposit; Late Fees (Clause 7.4); any delivery fees; and any Damage or Replacement Value amounts under Clause 8.

3.2 Accepted payment methods: cash (AED), card, or Apple Pay. If a Pre-Authorisation is used, the Client authorises Panther to charge amounts due under this Agreement supported by evidence.

3.3 Panther may require an increased Deposit for high-value Goods at any time. Panther will notify the Client and may withhold dispatch until the revised Deposit is received.

3.4 If the Client fails to pay any undisputed amount, Panther may: refuse release of the Goods; suspend future Bookings; apply the Deposit against amounts due; and/or charge the Late Fee.

3.5 If the Client initiates a chargeback without first contacting Panther in good faith and allowing at least 5 Business Days for resolution, this constitutes a breach of this Agreement. Panther may use all booking records, delivery records, identification, photographs, and communications as evidence in any recovery action.

4. COLLECTION, DELIVERY, AND TRY-ON

4.1 The Client shall collect the Goods at the Collection Location at the scheduled time and present Emirates ID or Passport upon request.

4.2 Try-on is permitted only in designated areas. The Client shall avoid make-up transfer, deodorant marks, perfume saturation, pinning, tearing, scuffs, and stretching. Shoes may be tried on only with protective liners or socks.

4.3 Risk passes to the Client upon delivery confirmation (signature, OTP, or photo). Failure to raise an objection within 3 hours of collection or delivery is deemed acceptance of the recorded condition.

5. OWNERSHIP AND PERMITTED USE

5.1 Title remains with Panther or the relevant third-party consignment owner at all times. The Client shall not lend, sub-rent, sell, pledge, or transfer the Goods to any third party.

5.2 The Client shall not alter the Goods in any way (including hemming, cutting, dyeing, or removing labels) without Panther's prior written approval.

5.3 The Client shall use the Goods solely for the lawful purpose stated in the Booking Confirmation.

6. CARE, STORAGE, AND CLEANING

6.1 The Client shall exercise strict care and is responsible for all persons in the Client Group who handle the Goods.

6.2 The Client shall not wash, dry-clean, steam, iron, or treat the Goods in any way. The Client shall return the Goods as-is; Panther will arrange all cleaning.

6.3 The Client shall store Goods securely indoors and shall promptly notify Panther of any stain, tear, loss, or theft, providing supporting evidence including a police report reference where applicable.

7. RETURN, LATE RETURN, AND INSPECTION

7.1 The Client shall return all Goods to the Return Location by the Return Deadline with all accessories listed in the Inventory Record, in the same condition as at handover (Wear and Tear excepted).

7.2 Panther is not responsible where a Good does not fit the Client. All payments are non-refundable once the Goods have been accepted at handover.

7.3 Panther may inspect the Goods at return and/or within the Inspection Window and shall notify the Client of any Damage claim within that period.

7.4 If the Goods are not returned by the Return Deadline, the Client shall pay Late Fees at the Rental Charge per item per day. If the Goods are not returned within 7 days of the Return Deadline, they are deemed lost and the Client shall pay the applicable Replacement Value plus all accrued Late Fees. Panther reserves the right to report the matter to the relevant authorities and to instruct a licensed debt collection agency or commence legal proceedings.

8. DAMAGE, LOSS, AND REPLACEMENT VALUE

8.1 The Client is responsible for the Goods from handover until Panther confirms return. Chargeable Damage includes stains, odour saturation, tears, burns, broken fastenings, missing embellishments, scuffing, missing accessories, and any unauthorised alteration.

8.2 The Client shall reimburse Panther for: (a) reasonable cleaning or restoration costs; (b) reasonable repair costs; and/or (c) the Replacement Value where the item cannot be restored to rentable condition. Panther will not charge both full Replacement Value and repair costs for the same item.

8.3 Replacement Value is determined by Panther acting reasonably, based on documented market evidence (purchase price, supplier quotations, market listings). Panther shall provide a written breakdown upon request. The Client may dispute the assessed value in writing within 5 Business Days of notification. This Clause applies equally to Consignment Items.

8.4 Panther may apply the Deposit against any amounts owed without prejudice to its right to recover any shortfall.

9. CANCELLATIONS AND FORCE MAJEURE

9.1 Cancellation must be made in writing. The following charges apply:

- (a) More than 48 hours before the Rental Period: 50% of Rental Charges forfeited.
- (b) Less than 48 hours before the Rental Period: 100% of Rental Charges forfeited.
- (c) No-show or cancellation after commencement: 100% forfeited; Deposit may be retained.

9.2 Rescheduling may be offered at Panther's sole discretion, subject to availability, and must be confirmed in writing.

9.3 If Panther cannot supply the Booked Goods due to prior renter non-return, Damage, or a Force Majeure Event, Panther may offer substitute items, rescheduling, a credit, or a refund in accordance with applicable UAE consumer protection law.

10. INDEMNITY AND LIABILITY

10.1 The Client indemnifies Panther against all claims, losses, and legal fees arising from: breach of this Agreement; Damage, loss, or theft of the Goods; or unlawful use of the Goods.

10.2 Nothing excludes liability for fraud, wilful misconduct, or any liability that cannot lawfully be excluded. Where the Client is a consumer, no non-waivable statutory rights under Federal Decree-Law No. 50 of 2022 are limited. Subject to the foregoing, Panther's aggregate liability shall not exceed the Rental Charges paid for the relevant Booking.

11. PRIVACY AND CCTV

11.1 CCTV operates at Panther premises for security and fraud prevention. Footage is retained for 30 days unless required for an active investigation. Panther processes Personal Data for booking administration, identity verification, deposit management, and claims handling in accordance with UAE Federal Decree-Law No. 45 of 2021 (PDPL).

11.2 The Client consents to Panther using publicly available content featuring the Goods for marketing purposes. The Client shall not photograph or record other customers or staff at Panther premises without express consent.

12. GOVERNING LAW AND DISPUTES

12.1 This Agreement is governed by the laws of the UAE as applied in the Emirate of Dubai. The competent courts of Dubai (excluding DIFC unless mandatorily required) have exclusive jurisdiction. Disputes should first be raised in good faith to panthercodedubai@gmail.com within 5 Business Days of written notice.

12.2 This Agreement constitutes the entire agreement between the Parties. Any amendment must be in writing and signed by both Parties. If any provision is invalid, the remainder continues in full force.

By signing below, both Parties confirm they have read and agreed to all terms above.

<p>FOR PANTHER CODE</p> <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>	<p>FOR CLIENT</p> <p>Name: _____</p> <p>Emirates ID / Passport No.: _____</p> <p>Signature: _____</p> <p>Date: _____</p>
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SCHEDULE 1 — INVENTORY RECORD & HANDOVER NOTE

Collection Date / Time		Return Deadline
Collection Location		Return Location
Deposit Collected (AED)		Payment Method

Code	Description	Size	Condition	Accessories	Photo Ref

I confirm I have inspected the Goods and accept them in the recorded condition.

Client Signature: _____	Panther Representative: _____
Date: _____	Date: _____

SCHEDULE 2 — RATES, DEPOSIT & PAYMENT

Rental Type	
Rental Charges (AED)	
Deposit / Pre-Authorisation (AED)	
Late Return Fee (AED / item / day)	
Delivery Fee (AED, if applicable)	
Payment Method(s)	
Cancellation — over 48 hrs	50% of Rental Charges
Cancellation — under 48 hrs	100% of Rental Charges

SCHEDULE 3 — CLEANING, REPAIR & REPLACEMENT VALUES

Code	Item Description	Size	Replacement Value (AED)	Cleaning / Repair Fee (AED)