



## USITEUR CHARTER

Want to join Usitoo? Welcome to our community of Usiteurs! Usitoo is a service with a "spirit", which is governed by this charter. Thank you for reading it carefully to understand the role you play in this common adventure.

### **RATIONALE OF USITOO**

Usitoo's goal is to promote functionality by passing usage before possession. The creation by Usitoo of a large library of objects that each member can borrow according to his needs promotes a more sustainable mode of consumption and awareness of its economic and environmental impact. These values have naturally oriented us towards a mode of collaborative governance with the creation of a cooperative in which each cooperator has his say on the development of the offer and the community. As a member of the community, you are an integral part of this project with strong environmental and social values.

### **COMPOSITION**

The Usitoo community is made up of 3 families with permeable borders:

- The **cooperators** who contribute to the financing of the project and together ensure the smooth running and good management of the resources.
- The **members, called Usiteurs**, who really make the service live by choosing to borrow rather than buy. Among them, some still take on other roles:
  - The managers of an Usi-handover, deposit objects in close proximity to allow the provision of objects in the neighbourhoods, to be close to a maximum of Usiteurs;
  - Usitors who donate or resell (for Usi-points) some of their items in Usitoo reinforce our stock and the supply of products to borrow;
- **The Usitoo team** which ensures the sustainability of the service and the development of the community from a logistical, IT and strategic point of view.

As an **Usiteur**, you fully adhere to the concept and values (sharing, waste reduction, use before possession) that Usitoo is built upon. Being an Usiteur gives you rights as a wise consumer, but also provides support to ensure the smooth running of the community.

### **USITOO UNDERTAKES with you, Usiteur, to:**

- Allow you to borrow as many objects as you want based on Usi-points available on your account and as long as your subscription is activated;
- Deliver (and return) the items you wish to borrow to the Usi-handover of your choice or at home (for a delivery fee); Usitoo commits to deploy a dense network of Usi-handovers (at least 2 handover points per municipality);
- Offer you a guarantee of proper operation of borrowed objects, and their secure use in the context of "good father of the family".



- Usitoo will carefully collect any grievance following the borrowing of a problematic object and will always repay loans that have not allowed a Usiteur to benefit from the function related to the object borrowed due to malfunction at the time of the loan.
- Transparency about our goals, actions, rates and service changes;
- Guarantee you a rate that is always the lowest possible.

**THE USITEURS COMMIT to Usitoo to respect the following points:**

- The Usitoo community is based on trust and mutual respect between users: you are therefore responsible for the proper functioning of this sharing system and you agree to respect the deadlines (removal and return to Usi-handover) and use objects as "good father of the family", for your private use.
- You declare spontaneously any breakage or trouble encountered with the objects used, to facilitate the work of the technical service and to make sure that another Usiteur does not receive a non-functional object:
  - Casual and accidental breakages are included in the tariff, but are stored in the system to eventually make the decision to terminate the Usitoo access of a user who damages too many objects.
  - Loss or theft of items are not covered by the subscription. You (and your home insurance or RC) remain responsible for them.
- You manage your account and the people who have access to it responsibly. Your account can be used for all persons (maximum 6) living at the same place as you, but this remains your responsibility.

As an Usiteur, you are an ambassador for Usitoo and we warmly invite you to talk about it, share the project on social networks and recruit new Usiteurs and/or co-operators.

The more Usitoo makes objects available, the more interest in taking part in this sharing of objects will increase. As an Usiteur, you also play the game helping as much as possible to expand the range of items available by entrusting us with items you no longer use or don't use enough (as discussed above).

**We are looking forward to experiencing this adventure with you!**