

# Tool Rental Policy

## **Payment**

Credit card and valid ID are required for rental. 50% Deposit is required at the time of reservation. This deposit is NON-REFUNDABLE. Final payment is due at the time of customer pickup or 24 hours prior to scheduled store delivery of tools or equipment. Cancellation of tools or equipment at any time are subject to forfeiture of 50% deposit. A refund may be offered for the amount paid minus the 50% deposit made at the time of reservation. Postponement of reservation would ensure that the full (100%) amount of your payment still be applied. Reservations may only be postponed one time before forfeiting the deposit paid. Some restrictions apply to postponements or cancellations based seasonally on specific equipment.

## **Rental Periods**

Rentals are for time out of the store; not time used. We have various rental periods available for most of our equipment; not all equipment is eligible for each rental period.

**Half Day** = 4 hours (Two options: either 4 consecutive hours during normal business hours or 4:30pm - 8:30am the following morning Monday through Friday)

**Full Day** = 24 hours (Monday through Friday only)

**Weekend** = weekend only (Saturday during business hours through Monday morning at 9:00am)

**Week** = 7 day rental

**Month** = 4 weeks

Extended rental periods available. Inquire for more information. Equipment not returned at the specified time on your contract will result in additional charges or fees. Returning equipment early does not guarantee any refunds or partial credits.

## **Holidays**

Some rental periods may not be available over holidays where our store is closed. Please inquire for more information.

## **Equipment Issues**

If you have any questions, comments, concerns, or problems with a piece of rental equipment at any time during your rental period, stop use and call our service line; available 24-hours a day, 7-days a week, including holidays. Dial 603-224-1931 and follow the prompts for assistance.

**EMERGENCY LINE 603-224-1931**

**If you are experiencing a medical emergency, stop use and dial 9-1-1.**

NO REFUNDS WILL BE GIVEN if you fail to make contact with the on-call manager through our 24-hour service line. No Exceptions.