

# Rental Policies

**Reservations:** When making your reservation, 50% of the rental amount is required. A reservation must be paid in full at least two weeks before the pickup date. We do not deliver or pull items until payment has been received. This excludes customers that have an active account with us.

**Cancellations:** Deposits are only refunded in the event of bad weather.

**Delivery/pickup & setup/Takedown:** regular delivery/pickup hours are Mon.-Fri. during business hours. We cannot guarantee a specific delivery/pickup time. We will give you an approximate time frame if other deliveries/pickups go as planned.

All delivered equipment is dropped off as close to designated drop off location with our company vehicle. All standard deliveries are tailgate to tailgate.

If we show up to retrieve equipment and items are not ready, additional fees will be added.

A representative of the property must be on site in order to have equipment dropped off and/ or tent setup/taken down.

**Staking tents:** All tents should be set up on land/grass. If setup on concrete/brick, an additional charge is issued (discuss pricing with rental specialist). In the event of extreme weather, we reserve the right to refuse installing a tent.

We strongly recommend calling 8-1-1 before allowing us to setup a tent on your property. This is a free service that marks off all underground dwellings. A notice of 48 hours is needed when being marked off. We are not responsible for hitting/busting an underground pipe.

**Rental Periods:** We charge for all time our equipment is out (including weekends and holidays), not for time used. Rental charges begin when equipment leaves the Just Ask Rental and Everything Rental Center yard (or arrives at your job site if delivered), and ends when it is returned (or when you call for pickup). Rental periods are defined as follows:

\*1 Day = 24 Consecutive Hours

\* 1 Week = 7 Consecutive Calendar Days

\*1 Month = 4 Consecutive Weeks (28 Consecutive Calendar Days)

**Weekends:** Equipment rented after 1:00PM on a Friday afternoon and returned the following Monday morning by 8:00AM with 12 or less hours on the hour meter will be charged as a 1 & 1/2 Day Rental. This special weekend rate policy does not affect rentals that span a weekend or otherwise do not

meet the requirements outlined within this paragraph. Equipment rented Saturday between the hours of 9:00am and 12:00pm and returned the following Monday morning by 8:00am with 8 or less hours on the hour meter will be charged a 1 Day Rental.

**Week Day:** Equipment rented after 4:00pm Monday through Friday and returned the following morning by 7:30am will be charged a 4-hour rate.

**Suitability:** Customer is solely responsible for determining the suitability of a given rental item for the customer's use and/or purpose.

**Metered Items:** For items that have hour meters, there are maximum allowed hours of use associated with each rental period. Hours above and beyond the allowances will be prorated upon return of the equipment. The following allowances apply:

\*1 Day = 8 Metered Hours

\*1 Week = 40 Metered Hours

\* 1 Month = 160 Metered Hours

**Pricing:** Prices are always subject to change at any time.

**Photo ID:** We require every customer to provide a state-issued driver's license for all transactions.

**Payment Terms:** All rentals are pre-paid except for companies with established Open Accounts. Please review our Accounts section for information on applying for an Open Account. You may pay via Cash, Check or Visa, MasterCard, or Discover credit cards. Regardless of how you choose to pay, we require one of the above listed credit cards be on file in our system in lieu of cash security deposits. No exceptions. The name on the card must match the customer's ID. Unpaid balances due at the conclusion of a Rental Agreement will be charged immediately to the credit card provided to us at the initiation of your Rental Agreement.

**Fuel:** All equipment is sent out full of fuel. Unless otherwise specified within your rental agreement contract or by counter personnel at our Rental Center, equipment should be returned full of fuel. Unfueled equipment will incur an additional fueling surcharge as well as for the cost of fuel.

**Cleaning:** Equipment is sent out clean and should be returned as clean as it was sent out. Certain equipment is subject to a standard Environmental/Cleaning Surcharge, which will explicitly appear on your

**Rental Agreement:** Equipment requiring additional or special cleaning, as determined exclusively by Just Ask Rental and Everything Rental Center, will incur additional cleaning charges of \$25 per hour

**Responsibility:** Responsibility for rental items remains with the customer from pick-up to return. All equipment should be secured and protected from the weather and theft. Customer is always responsible for:

\*Theft

\*Vandalism

\* Flat tires

\* Abuse

\* Negligence

\* Misuse

\* Routine maintenance

\* Fuel

\* Cleaning

**Maintenance:** Customer, at his own cost and expense, is responsible for daily maintenance on all equipment, including but not limited to fuel, grease, oils, and keeping tires at proper pressure. Customer is liable for any unusual wear and tear or damage and all flat tires. Just Ask Rental and Everything Rental Center will, at customer's request; perform these services at its regular rate for field labor and material.

**Problems:** If you encounter any operational problems, give us a call immediately. Our service department will make every effort to reproduce the encountered problem, and recommend a course of action with regard to any possible credits or adjustments to the rental contract in question. No credits or adjustments will be made unless we are notified as soon as the problem is encountered.

**Returning Equipment:** Unless otherwise specifically arranged by personnel at our Rental Center, all rented equipment must be returned during hours when we are open for business.

Note: Above policies do not supersede agreements on signed rental contract.