



POLICIES AND PROCEDURES – RENTALS

PLACING A RENTAL ORDER

- a) Call or email us to request a rental quote. Quotations are valid for up to 30 days. If quotes are 31 days or older, please call to ensure that prices have not changed.
- b) Orders require 7-10 business days to process. Shipping may be longer during peak season.

SECURITY DEPOSIT

- a) We require a security deposit on all rental orders.
- b) The deposit amount is determined at the time of your order and depends on the size of your order.
- c) Payment for the security deposit must be made in advance. We only accept company or certified checks for security deposits. Sorry, we do not accept credit cards for the security deposit.
- d) Security deposits will be refunded promptly upon inspection of the product upon its return to our warehouse.

INSTALLATION & DISMANTLE LABOR

- a) We can provide installation and dismantle labor at an additional cost. Please discuss your requirements with our sales reps.

ORDER PAYMENT

- a) We require pre-payment on all rental orders. We accept company checks, certified checks and bank wire transfers.
- b) We can set up Net 30 payment terms for you. To qualify for Net 30 terms, please complete and send in the Credit Application.

CANCELLATION POLICY

We reserve the right to charge a cancellation fee of the greater of \$200 or 1% of the invoice price for any canceled order prior to shipment.

SHIPPING

- a) Unless you select your own shipper, we will choose the best shipper based on your order, destination and delivery time.
- b) At the time you place the order, we will provide our best estimate for delivery times.
- c) Round-trip shipping is included in the Rental Quote.
- d) If you are installing and dismantling the product using your own labor, you are responsible for binding and packaging the product in the same manner as it was delivered. Any damage that may incur to the product on the ship-back is your responsibility.



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