

## Equipment Rental Policies & FAQ (Frequently Asked Questions)



### Rental Periods

Minimum – 4 hrs, depending on equipment (hourly rental requires pick-up & return in same day)

Day Rate – 24 hours and no more than 8 hours on the meter

Week Rate – 7 consecutive days and no more than 40 hours on the meter

Month Rate – 4 consecutive weeks and no more than 160 hours on the meter

Overtime – See Meter Item

Saturday Rental – Rental of equipment on Saturday between 7:00am and 12 noon is due back

Monday before 8:00 am for a one day rental price.

Equipment is due back the same time the following day, week, or 4 weeks from the start time of your rental. Refer to the signed contract for return date & time.

**Note: Rent Charged for All Time Out**

### Identification

A valid driver's license is required for ALL rentals. A current utility bill or major credit card may be required as a second form of identification. Proof of insurance is required for vehicles towing trailers.

### Payment

Full payment is required at time rental item is picked up. If driver's license does not show a North Carolina address, payment by credit card may be required. We accept local checks only and welcome Corporate checks from companies who hold Commercial Credit Accounts.

### Deposit

Rental customers may be required to leave a deposit on items rented (excluding commercial credit customers). Deposits vary per item. Deposit will be refunded on return of rental item.

### Metered Items

Rates for rental items equipped with hour meters are based on 8 hours per day, 40 hours per week, and 160 hours per month (4 weeks). Additional usage will be charged accordingly.

### Equipment Protection Plan

A percentage of the rental rate will automatically be charged for equipment protection plan unless declined. If declined customer must provide certificate of insurance that identifies A & J Rental, Inc as Loss Payee on Renters equipment policy and as additional insured on Renters General Liability policy and must be submitted **PRIOR** to rental, otherwise purchase of Equipment Protection Plan will be required. See Equipment Protection Plan for details.

**Availability/Reservations/Cancellations**

Please call for item availability. The sooner you call the easier it is to lock in the equipment and time you need it. Credit card deposits may be necessary (amounts differ depending on equipment and time of year). This may be required to reserve equipment. Changes/cancellations are best made 24 hours prior to rental. Additions to your order are welcome, subject to availability. We will do our best to accommodate your needs.

**Trailer Rental**

Credit card on file is required for trailer rental. Any tolls, charges, fees, etc. received at later date for the trailer rental period will be charged to the credit card on file and a copy of the invoice charges sent to address/email on file.

**Pricing**

Prices are subject to change. Please call for current price quotes. All rental charges are for timeout, whether used or not.

**Delivery and Pick-Up**

Delivery and pick-up are available at reasonable rates. Please call for a quote to your specific location. Fees are determined by the size of the rental order, the distance required for traveling and any special requests. Our delivery schedule is made in advance and our trucks make many stops during the day. You may request an AM or PM delivery and we will do our best to accommodate your specific time requests. All rental items should be gathered and dropped in the same location it was delivered so it is convenient for pick-up (unless other arrangements were made). Extra charges can apply if it takes the driver extra time to locate equipment, is delayed due to access to equipment (gated or locks on equipment) and /or an incorrect address/directions were given. If you prefer you may pick up and return your rental items to our location during normal business hours.

**Cleaning of Equipment**

Equipment is to be returned as clean as when you received it. Additional charges may apply to equipment returned dirty.

**Fueling of Equipment**

Equipment is rented fully fueled. It must be returned to us full or refueling charges will apply and are due at return.

**Return of Equipment**

Upon return, equipment will be inspected and any fuel etc. will be accounted for. See Cleaning & Fueling of Equipment for details. If there are missing, broken or damaged items you will be charged at full replacement. In order for Equipment Protection Plan to pay for damages, broken parts must be returned with the equipment. Missing items will not be covered.

**Equipment Break Down**

During regular business hours (M-F 7am – 5pm and Sat 7am – 12 noon) call our Store and speak to a Manager. After hours, please call the 24 hour emergency phone number for verbal assistance and to document break down. Breakdowns outside of our normal rental service area are the responsibility of the Renter.

**Late Returns**

Every situation is different and will be handled on an individual basis. The best solution for both parties is communication. If you are planning on being late or need for an extended time, give us a call. Final determination of any additional charges will be discussed upon return.

**Responsibility**

Responsibility for rental items remains with the customer from delivery to return. All items are to be secured when not in use and protected from the weather. Additional charges for replacements are made for missing or damaged items or due to negligence. Equipment MAY NOT be left outside of gate after hours. Any equipment left outside of gate after hours is the responsibility of the customer.

**Used Equipment**

We do sell used equipment that has been professionally maintained and in good operating condition. Contact either of our store locations for availability and pricing or visit us online at [www.ajrentalinc.com](http://www.ajrentalinc.com).

**Hardware & Contractor Supplies**

A & J Rental is now your Handy Hardware store carrying an extended line of hardware items. We have cleaners for pressure washers, fertilizer, grass seed and everything to complement your rental or Do-It-Yourself project. Many items including plumbing, electrical, lawn and garden, hardware and contractor supplies. We offer propane cylinder exchanges and refills. We are an authorized Dealer for Echo and Stihl offering sales, service, parts and rentals. Also carry a full line of Milwaukee hand tools. Special order equipment for contractors, landscapers, etc. Don't have it... we'll be glad to get it for you.

**NOTE: These Policies & FAQ's do not supersede what is stipulated in the signed rental contract. Photos do not necessarily reflect the equipment for rent.**