

RENTAL TERMS AND CONDITIONS

REQUIRED: A local job site address, phone number, and a valid email address are required for all rentals. A valid major credit card is required for all rentals. If a major credit card cannot be obtained, a debit card is required. All rentals are to be paid in advance. We reserve the right to charge your card for any charges regarding your rental.

INSURANCE: Insurance will be required for all rentals. The insurance rate is subject to change due to the type and size of the machine rented and the rental term of the machine. For the larger machines and insurance binder is required. If an insurance binder is unable to be obtained, there will be a 20% insurance fee based on the rental price of the equipment. If damage is done there is a \$2500.00 deductible to the customer. Please see the “DAMAGE” section of the terms for more information.

DAMAGE: You must inform WINNIPESAUKEE EQUIPMENT RENTALS immediately of any damage to equipment as further damage could occur that you will be responsible for. Any damage that occurs during your rental will be billed; retail parts cost plus posted mobile service and/or in shop service rate(s) to bring the machine back to the condition it was when you received it. Damage waiver insurance is recommended on all of our rental equipment contracts and costs 10% of the rental rate(s), unless a valid certificate of insurance has been received. This limits your financial responsibility for covered damage; The customer deductible is \$1000 for equipment valued less than \$25,000, and deductible \$2,500 for equipment valued greater than \$25,000. Upon notice of damage to rented equipment; a damage deposit of \$1,000 will be held on your credit card until the final bill is calculated, at which time you will either receive a refund or an additional bill, see deductible above.

RENTAL PERIOD: Rentals are charged on time out not solely time used. Unfortunately we cannot control the weather, please plan your rental accordingly, no discount or extra time can be given due to inclement weather. Rental rates subject to change.

- 1 Day Rate: up to a 24 hour period, 8 hours on meter
- Weekend Rate: Sat & Sun, up to 16 hours on meter
- 5 Day Rate is equivalent to a ONE WEEK rental, up to 40 hours on meter
- Monthly Rate: 28 day period, up to 176 hours on meter
- Additional hours will result in additional prorated charges

PAYMENT LATE FEE: Payment is required prior to use of the machines. If we do not receive payment within 5 days of the rental start date we will assess a late fee of 20% of the rental price.

CLEANING FEE: We reserve the right to charge a cleaning fee for equipment not returned to us reasonably clean. Coffee spills, excessive dirt in the cab, excessive mud/dirt packed in tracks, etc are all subject to an additional charge.

FUEL: Fuel used during the rental is the renter's responsibility and is not included in rental rates, unless otherwise specified. Equipment will be full of fuel at the start of your rental and we ask that you refill it with good, clean, fuel upon return. If you are unable to refill the fuel we will refill it and charge you for the amount of fuel used. Please take care in refueling - please call us before refilling if you have any questions - there will be an expensive service charge or perhaps engine replacement if the wrong fuel is used. Please take care to use fresh fuel in clean cans - if a renter refills a machine with dirty fuel a charge will apply to change the fuel filter and service the equipment.

DELIVERY: Delivery is available for all of our equipment and is not included in rental rates. Delivery rates are based on the size of the equipment and location of delivery. Some equipment requires the use of an outside trucking company due to the size and weight of the machines. Please call to inquire about specific delivery rates.

CUSTOMER PICKUP: All equipment is available for customer pickup from our store. You must have adequate rated hitch, adequate trailer, brake setup, and adequate securement for the equipment being picked up. Winnepesaukee Equipment Rentals LLC reserves the right to refuse pickup of equipment if adequate, safe, towing/hauling equipment is not provided by the customer.

EQUIPMENT BREAKDOWNS: If you have any breakdowns call the office immediately. If you do not call, we do not know and you forfeit any potential credit. We strive to keep our equipment in top working order at all times. Many problems can be solved over the phone. In some cases we may need to provide a replacement or send a mechanic out to your site. We will do everything possible to help you finish your job in a timely and efficient manner.

EXTENDING YOUR RENTAL: Please call us as soon as you know you need to extend your rental. We will work with you the best we can to extend or substitute equipment. Unfortunately we cannot control the weather, please plan your rental accordingly, no discount or extra time can be given due to inclement weather. We will work with you to the best of our ability to help you finish your job based on availability.

CANCELLATION POLICY: We will work with you to reschedule your rental reservation but we do require notice. When we reserve a piece of equipment for you we are telling other customers it is not available. All reservations can be rescheduled with 48 hour notice.