

Frequently Asked Questions

1) Rate Structure

- Rental rates are as follows and vary by item. Please note, not all items are offered with the following rate structure.
 - **2 hour Rental**
 - Example: Item picked up at 10:15 a.m. must be back by 12:15 a.m. (Minimal items carry this rate structure)
 - **4 hour Rental**
 - Example: Item picked up at 10:15 a.m. must be back by 2:15 p.m.
 - **Overnight Rental**
 - Picked up within the last hour open on a normal day of business, needs to be returned within first opening hour on next day of business.
 - For example, if you pick up an item at 4:00 p.m. on a Tuesday, to qualify for the overnight rate, the item would need to be back between 7:30 a.m.-8:30 a.m. the following day, otherwise it would go into the day charge.
 - **Day (24 hour) Rental**
 - Item rented has 24 hours to be returned. Metered machines are allowed 8 hours of use within that 24 hour period. If overages occur, extra fees may apply.
 - **Extra Time**
 - If you bring back an item between the 2 and 4 hour rates, some items may only be charged an extra amount that is less than the 4 hour rates.
 - For example: If you rent an item that has a 2 hour rate for 3 hours, your rate would be the 2 hour rate plus 50% of the 2 hour rate. Some items may be a set dollar amount depending on item instead of a percentage based charge.
***Only certain items apply to this rate structure.**
- *If the location is closed on Sundays and the item is picked up after Noon on Saturday, the item must be returned within the first hour of opening on the following business day (usually Monday's) to qualify for a Day rental charge. 8 hours of metered time can be used within that day rental rate to not incur any overage fees.*

2) What is the Damage Waiver Charge (DWC)?

- The Damage Waiver Charge protects you against additional costs for certain accidental damage to the rental equipment while it is in your possession. DWC does not cover misuse, negligence or theft of rental equipment.
- DWC can only be waived if renter provides a Certificate of Insurance specifically naming Handy Rents as a loss payee for any damages or losses regarding the rented equipment when the contract is written. Under no circumstances can this

be retroactive to a previous date or rental. Exclusions are listed on reverse side of contract. **DWC IS NOT INSURANCE!**

3) Problems or Disputes

- If you have any issues with your rental, we encourage you to contact the branch manager of the location you rented from. If the issue still persists, please feel free to call the Main Office (listed above) and ask for the General Manager who can then proceed to help you along in your problem. We want to be as open as possible should an issue arise, and we'd like to be able to evaluate and understand these problems so they do not happen again in the future.

4) Rental policy

- See PDF for Terms & Conditions (back of contract) on the Policies, & FAQ's page.

5) Equipment Failure or Breakdown

- Equipment for rental is always fully serviced and tested before its release. However, if equipment failure occurs, stop using the equipment, turn off the engine, and **call us at once**. Sometimes, worse damage can occur if you try to fix the piece yourself or if you start something while tipped over. We are committed and anxious to make it right and to ensure your safety! We will provide the quickest service we possibly can in the repair or replacement of the equipment.