

COMPANY POLICIES



PERMITS & LICENSES

Lessee is responsible to obtain at its own expense and prior to the installation of the equipment, provide necessary permits, licenses and other consents, or lessee may hire a permitting agency through Coastal Rental to obtain necessary permit(s) for the equipment.

RENTAL PERIOD

The rental rate is based on a 24-hour rental. Should you need the items longer please contact us and ask about our multi-day rates.

RESERVATION & CANCELLATION POLICY

A reservation/Security deposit is required on ALL reservations to secure the rental for your use. The deposit is completely refunded if the order is cancelled a minimum of 14 days of the order (excluding Holidays). No refunds will be applied on any orders cancelled within 72 hours of the event date. Coastal Rental Center reserves the right to charge the full amount of the order if cancellation occurs on the day of the rental or at delivery.

MISSING AND DAMAGED ITEMS

If you do have missing or damaged items upon return, you will be informed as soon as possible. If the missing items cannot be found or if we are unable to contact you or the person responsible within 48 hours of your specified return date, replacement fees will be automatically charged to the credit card on file. If any items can be located and returned within one week of your specified return date, we will refund the full amount. No refund after one week. Repair fees for damaged items must be paid upon receipt of an invoice. Any items considered un-rentable by Coastal Rental Center standards will be charged at full replacement value. The customer is responsible for the goods from the time of pick-up/delivery until the items are returned to Coastal Rental Center. Be sure that all equipment is secure and protected from the weather while it is in your possession. We do charge for; soiled, broken, damaged or missing items, including packaging materials. There will be an extra cleaning charge for any wax, excessive grease, ink and/or hard to remove stains on linens and fabrics.

PAYMENT

All rentals are paid in advance. Full payment is due on delivery or at the time of pick up by Lessee. If paying by credit card at delivery customer MUST have the credit card present for imprint. We also have the option of using the Web Pay on any computer, phone or tablet by simply having the contract emailed prior.

Any check returned for non-payment will be charged a minimum charge of \$25.00 and a maximum not to exceed 5% of the face values whichever is greater, pursuant to Florida statute 832.

RECEIPT/INSPECTION OF RENTAL ITEM(S)/EQUIPMENT.

Item(s)/equipment are checked prior to release. Customer should inspect all item(s)/equipment before an event. Customer further acknowledges receipt of all rental item(s)/equipment listed on this Rental Agreement and that the rental item(s)/equipment are in good working order. If item(s)/equipment is not found to be in working order, Coastal Rental Center must be notified immediately for an exchange/refund. No refund will be given due to defect/failure if Customer does not give ample notice prior to the event. Do not attempt to repair/disassemble item(s)/equipment. Charges will apply for broken/altered item(s)/equipment. Customer is aware that the rental equipment is not brand new.

ANCHORING A TENT

Appropriate anchoring methods will be evaluated for each job. Our standard installation use ground anchors up to 36" to secure the tent. The customer is responsible for determining if the ground condition will allow anchors to be driven into the ground (any concrete surface will require the use of block weights) If tent block weights will be needed to anchor the tent ADDITIONAL FEE WILL APPLY FOR THE USE OF THE WEIGHTS.

UTILITY & UNDERGROUND FACILITIES

Lessee agrees to have all ungrounded facilities within the work area to be clearly and boldly marked prior to the arrival of Coastal Rental Center. Lessee assumes full responsibility for any damage to underground facilities. Please call at least 10 days prior to event to have all underground facilities located and marked.

WEATHER RELATED RISKS

Lessee assumes all weather related risks involved in holding an outdoor event. If tenting should become unusable due to high wind, rain, flooding or any other factor beyond Lessee's control, Lessee is responsible to evacuate tent immediately for a safe shelter. Lessee shall still be liable for payment in full. No tents are guaranteed to be completely waterproof and are considered temporary shade structures.

COOKING UNDER TENTS

Lessee agrees not to do any type of cooking under or near tents. Lessee assumes full liability for any cost incurred for damage or cleaning cost to tents.

PRICING

Prices are subject to change. Please call for price quotes. All rental charges are for time out, whether used or not. If you encounter operational problems you must call Coastal Rental Center immediately. No credits or adjustments will be made unless we are notified as soon as the problem is encountered.

METERED ITEMS

Rates for rental equipment with hour meters are based on 10 hours per day, 40 hours per week and 160 hours per month. Additional usage will be charged accordingly.

FLAT TIRES, HYDRAULIC LINES AND TRACKS

Before operating rental equipment, check the jobsite for debris or terrain that could cause damage to tires, tracks or hydraulic lines. In most instances said damage is caused by conditions on the jobsite and as such repairs are the sole cost of the customer. In the event of a flat tire, the customer can call a tire repair company of their choice.

WARNINGS:

POWERED TOOLS AND EQUIPMENT, INCLUDING EXCAVATORS, TRACTORS, CHAINSAWS, AND EQUIPMENT USED FOR HEATING, COOLING, LIFTING, LOADING, TILLING, CUTTING, EDGING, GRINDING, CHIPPING, DIGGING, SHREDDING, WASHING, PUMPING, BREAKING, BORING, AND/OR TOWING CAN BE DANGEROUS AND SHOULD BE SERVICED, MAINTAINED, REPAIRED AND USED WITH GREAT CARE, ONLY FOR THEIR INTENDED PURPOSE(S), AND ONLY BY PROPERLY TRAINED, FAMILIARIZED, QUALIFIED, CERTIFIED, INSTRUCTED, AND IF APPLICABLE, LICENSED, INDIVIDUALS.

LOADING AND UNLOADING

We will assist customers in getting equipment loaded and secured. We are not responsible for any damage that may occur during loading, transporting or unloading. It is the customers' responsibility to make sure that they are using a vehicle that can safely transport the equipment and have the means to secure it without damaging either the vehicle or the equipment.

DELIVERY:

1. Deliveries are made to the closest point of the delivery truck (*vehicle size 8'5" wide x 13' tall*)
2. A delivery charge is applied to every delivery request. Delivery Hours are Monday- Friday 7AM - 5PM. Sat 7AM – 3PM. After hours Delivery / pick up is available for an additional fee. For Weekends with high volume of deliveries, deliver / pick up hours may exceed after hours due to unpredicted traffic, weather, ECT. We will notify customers if such delay occurs.
3. We cannot guarantee a specific delivery/pickup time. We require a minimum of 4 hour time frame to deliver. To find out when your order is scheduled for delivery/pick-up, please call the day before the delivery/pick-up date indicated on your contract.
4. If you are scheduled for a Friday delivery, we may call you at the beginning of the week and move the delivery day up a day or two according to our workload and weather conditions.
5. Pickups that are scheduled for Monday may be pushed back to a later day due to inclement weather or other scheduling issues. Your flexibility is greatly appreciated by our staff. Keep in mind that the safety of all equipment is the customer's responsibility from the time of delivery to the time of pickup
6. If items must be transported to specific area, i.e. (inside building, upstairs, elevators, etc.), customer is to pay additional minimum fee.

In the event of an emergency or problems with equipment

*It is the responsibility of the customer to contact Coastal Rental Center (727) 847-6694 immediately in order to expedite the problem. If Customer fails to contact Coastal Rental Center, the Lessor is not responsible for any Refunds.

*Coastal Rental Center is under no contract with the Client other than what is stated above. We hold the right to refuse deny and/or hold any order regardless of length of the business relationship. We hold the right to refuse deny and/or hold any order due to lack of payment for original invoices, late fees, replacement fees and/or any other fee outlined above. Coastal Rental Center is not responsible for any

fees charged by any other company for your rental needs due to Coastal Rental Center, refusing, denying and/or holding orders.

*Customer agrees to assume the risk of and hold Coastal Rental Center harmless for, property damage and personal injuries caused by the equipment and/or arising out of customer negligence.

Is a cookie a security hazard?

A cookie is a small piece of data stored on your computer that allows the Coastal Rental Center website to remember who you are for ease of use and to help customize the website to your needs. Cookies may be created which recognize your name (if you have transmitted it to us in a prior visit from the same computer) and the date and time of your most recent visit. When, during your visit to the Coastal Rental Center website, cookies containing your personal information are about to be created, you will be given the above option to direct us not to create the cookie. You may also avoid the use of cookies by websites with which you communicate by turning off "cookies" on your computer's browser.