



## **Procedures for Johnson Farm & Pet Rental**

### **Rates**

A customer may rent an item for any one of six time period rates. **We rent time.** The customer is charged for all time out, not just time used.

**4-Hour Rate-** There are two available four hour periods in which a customer may rent an item per day. He may either pick up the item at 8:00 A.M. and return it at noon or pick it up at 12:30 P.M. and return it at 4:30 P.M. These are the only two pick-up times available for the four-hour rate. This allows each item to be able to be rented twice per day. If a person picks up an item at 10:00 A.M., and he chooses the 4-hour rate, he is cutting himself short, and must still have the item back at noon in order for the item to be able to be rented at the 12:30 slot. Careful planning on the part of the customer will allow for the most rental time for his dollar.

**Daily Rate-** The daily rate allows for the customer to pick up the item at any time during the day and keep it for 24 hours. The time starts when the contract is signed, and the item is due back by that exact time the next day. On items with an hour meter, the daily rate allows for 8 hours of use. There are charges for any use over eight hours on the meter. (See hour meter charges section.)

**Overnight Rate-** We offer a special overnight rate in which a customer may pick up an item after 4:30 P.M. on weekdays and have it back by 8:00 A.M. the next morning, and be charged the same as a four hour rate. There is a 4-hour maximum on items with an hour meter.

**Weekend Rate-** Since it is our choice to be closed at 1:00 P.M. on Saturday and all day Sunday, we offer a better rate for weekends. A person may pick up an item any time Saturday and bring it back by 8:00 A.M. on Monday, and be charged a rate equal to the daily rate. If a holiday happens to fall on a Monday, the customer must have the item back by 8:00 A.M. on Tuesday.. Again, on items with an hour meter the customer will be allowed 8 hours of use for every daily rate charged. So a normal weekend rate would allow for 8 hours on the hour meter.

**Weekly Rate-** The item must be returned by exactly seven days after the contract is signed.

**Monthly Rate-** The item must be returned by exactly 28 days after contract is signed.

## **Hour Meter Charges**

Any time accrued on the hour meter over and above the time allowed by the item's rental rate, is subject to a charge of 1/8 the daily rental rate of the item. A four-hour rate allows four hours on the meter, and a daily rate allows eight hours on the meter.

## **Reservations**

We gladly accept and recommend reservations on all our rental items. Reservations allow for better planning for the customer and for our rental center. Reservations may be made over the telephone on all items except party items. Party items require a deposit to be reserved. We ask that if your plans change you would call us in advance of your rental date to cancel your reservation. This allows us to make the item available to someone else to reserve.

## **Late Fees**

We ask that you have all items back at the time the contract states. If items are late there will be a late fee attached to the cost of the rental. The late fee is equal to 1/6 of the daily rate for the item per hour late. If a customer realizes that he is going to need an item for more time than the contract states, we ask that he call our store and make arrangements to keep it longer. This allows us to check for other reservations that may be pending on the item. If there are none, we can revise the contract to allow for another rental period without late fees.

## **Deposits**

We require deposits on all items with a cleaning charge.

## **Cleaning Charge**

We ask that you return all rental items in the same condition as you received them. This helps us keep our rental fleet in top condition so that you are satisfied with whatever you rent, as well as the customer after you. Cleaning charges are only applied to concrete & mortar equipment and paint sprayers; these items can be ruined if not cleaned properly. We therefore reserve the right to keep your deposit on either of these items if it is returned unclean.

## **Party Item Reservations**

Half the price of all party items being reserved is due at the time of the reservation. The other half is due at pick-up. Party item reservations can be changed up to seven days before the event without charge. After that, the deposit is not refundable.

## **Delivery**

Delivery charges are \$2.00 per loaded mile, with a minimum of \$25. For example, if it is 20 miles to your site, the delivery/pickup charge would be \$80. If it takes us two trips to get everything to your site, you will only be charged for one trip. Delivery is free within a 50 mile radius of Piedmont if the rental total is \$1000 or more. Setup is not included in delivery fee. We will leave chairs and tables neatly stacked at your location. Please have them ready in the same way when we pick them up. We ask that you give us 24 hours notice if you require this service. The person responsible for renting the item must be present when the delivery is made in order to check the condition of the item and sign the contract. The contract is a legally binding agreement. The person who signs it is responsible for the condition of the item when it is picked up.

## **Fuel**

Each piece of equipment is furnished with a full tank of fuel. Any other fuel required is the responsibility of the customer. There are two exceptions to this rule. One exception is on all 2-cycle equipment. These items are furnished with a full tank plus a full can, since they require a certain gas/oil mixture. The other exception is on the bobcat. The bobcat must be returned full of diesel.

## **Maintenance**

Please check the oil level at every refueling. All small engines use a small amount of oil and must be kept at their proper levels.

## **Damage Waiver**

Damage waivers are not insurance! The condition of all equipment while under rental contract with a customer is the sole responsibility of the customer. (See conditions on back of rental contract). However, We offer a 10% damage waiver on all items. This waiver allows the renter to be free of responsibility of

accidental damage to the item. It does not cover loss, theft or misuse of the equipment (using the equipment in ways for which it was not intended). It also does not cover the cleaning charges. Please see the rental agreement terms & conditions on the back of the rental contract for complete details.

For example: A customer rents a sewer snake for \$35/day. He pays \$3.50 for the damage waiver. In most cases, a sewer snake is broken when the cable binds in the pipe and the user does not let up on the throttle. This happens, and the snake is broken. The customer returns the snake and is not charged the \$400 for the snake cable. If he had not paid the \$3.50 damage waiver, he would have been legally responsible for the entire cost of the snake cable, \$400.

## **Identification**

You must be 21 years of age or older and have a valid drivers license to be able to rent. Your driver's license will be requested at the time the contract is signed. A copy will be made for our records.

## **Sales Tax**

All rental items are subject to sales tax. If you are a tax-exempt organization, you must provide a tax-exemption certificate during the transaction.