

Q. What are your Store Hours?

A. We are open Monday through Saturday, from 7:30am to 4:30pm. We are closed on Sundays.

Q. How does the Day, Week and 4-Week rental rates work?

A. Rental charges are based on the length of time the equipment is **on rent**. A one day rental is a 24 hour period. However, most of our larger equipment has hour meters. Within the 1 day rental, you are allowed 8 hours of run time. See below for complete schedule. Additional charges will apply if machine is used longer.

- 1 Day Rental = 24 hours with equipment and includes 8 hours of running time
- 1 Week Rental = 7 days with equipment and includes 40 hours of running time
- 4 Week Rental = 28 days with equipment and includes 160 hours of running time

Q. How do you charge for Weekend rentals?

A. Weekend rates are as follows for customer pick-ups:

- A 1 day rental is charged for the following:
 - Equipment is picked up Friday afternoon and returned Saturday afternoon (normal 24hr time frame).
 - Equipment is picked up Saturday morning and returned Saturday before we close at 4:30pm.
 - Equipment is picked up Saturday after 3pm and returned Monday before 8:30am.
- We charge 1-1/2 day rental for equipment picked up Saturday morning and brought back Monday morning by 8:30.
- Delivered items are handled slightly differently. We guarantee you will have it for the day you need it (Saturday or Sunday). If it's available for the full weekend, we **may** drop it off Friday afternoon and pick it up on Monday, in which case you are charged for 1 day as long as the hours are under 8 hours on the equipment. This is based solely on the equipment's availability, however, and not guaranteed.

Q. What is needed to place a reservation?

A. Reservations can be placed on the phone or in the store. We require a driver's license and credit card at the time of the reservation. A 20% deposit is required to reserve equipment. This is **non-refundable** if the order is canceled within 24 hours of the order date, **unless** it's canceled due to weather. We know many of your projects are weather dependent and understand these cancelations. However, if we are reserving a piece of equipment for you, it's not available for other customers.

Q. How can I pay for my rental?

A. We require a credit card or debit card to charge for the rental up front. If you wish to pay with cash or a check, we can credit the credit card at the end of the rental and you can pay in your preferred method.

Q. What is a 4 hour rental?

A. We offer discounted prices on **some** of our equipment if you only need it for 4 hours. This does not include delivered equipment, which is a 1 day minimum. On the weekends, we may require the 4 hour rental to be limited to a morning shift or an afternoon shift. Other than that, if

you pick up a piece of equipment and return it within 4 hours, you will get the discounted rate listed.

Q. Do you offer Delivery and Pickup?

A. Yes, we offer delivery and pickup of equipment for an additional fee. Rates are based on the size of the equipment rented and where they are going.

Q. What is the Damage Waiver?

A. This is a service we charge that covers you against accidental damage done the equipment. It is 10% of the **rental fee**. This is optional on some items, but is billed on every contract unless the customer specifies not to at the time the equipment goes out. We do require DW on larger equipment unless proof of insurance is provided. Please note this is accidental damage; it does not cover customer negligence, theft, or vandalism.

Q. What are the requirements for the Certificate of Insurance?

A. There is a request form located under "Forms" on this page. It details the coverage and verbiage needed to waive the Damage Waiver

Q. How do I open a Charge Account with PTR Equipment?

A. You can find a copy of our Credit Application on this page. Print it out to complete, and fax it to 508-747-6099. Please allow 2-5 days for your application to be processed, as we wait to hear back from your credit references. Our terms are Net 30 days from the invoice date. We send out monthly statements on the first of every month.