

“Notice to All Rental Customers”

Renting any type of machine or equipment is a privilege which our company extends to you. With that privilege, comes responsibilities, concerning the care and use of the machine, along with the time allowed according to the Rental Agreement.

When renting any equipment from our company, you as the customer are expected to maintain the equipment in as good of condition when you return it, as it was when you received it initially. This includes maintenance such as daily greasing, maintaining fluid levels and fuel levels, and keeping it clean upon return to our company. Equipment mechanical failures are the responsibility of our company, but physical damage or failure due to neglect or improper maintenance or use is the responsibility of the rental customer *in all cases.* As you would expect, anytime a machine returns dirty or with damage or obvious neglect, then it is our company's right to bill the rental customer for all parts and labor to remedy the machine back to its original condition. (Our company will require that a Binder of Insurance be provided by your insurance provider so that proof of insurance can be assured to our company during your rental period.

While we are providing you with the use of the rental machine for a certain time, it will be expected to be returned to our company by the return date listed on the Rental Contract. Failure to return it on the specific date, or not alert the company that there may be a delay in the return of the machine will trigger overdue penalties commensurate with the extra time the machine is out of our inventory. Please remember that there may be other customers waiting to rent the item you have, in order to make sure all customers get what they want, when they want it, scheduling is a crucial element.

Our company wants you to be as satisfied as possible with your rental experience. But from time to time machines do break down and will need repaired. If this happens to a machine which you are renting, then you will need to contact our office as soon as possible with details of what needs to be done. There are several remedies which can occur, the first being a quick fix of the machine and then you can continue your rental. If this is not possible, the second would be a replacement of this machine provided our company has the ability to send another machine out. In either case, it is important that we be contacted immediately so that you can continue your rental operation, and an adjustment on the rental time period can occur.

Finally, from time to time, rental customers may decide that they would like to purchase equipment being rented. Should this be the case, then the company will have the final decision on 1) whether the equipment is actually for sale, and 2) how much of the *paid rent* will be applied to the final sale. The price which is listed on your rental contract will be the selling price for any rental item. The rule of how much rent will be applied will be 70% of the rental money paid. The only deviation from this will be if the customer indicated that they will purchase the item prior to renting it.

It is our mission to provide you with reliable machinery during your rental experience. Weather, breakdowns or other factors may negate from your experience and are all addressed with this disclaimer. Communication will be the ultimate ingredient to providing you with the satisfaction you deserve by renting from our company and getting you to return for your next rental.

Best Wishes for a Great Rental Experience!

CUSTOM RENTAL SERVICES, INC.