



## Equipment Rental Policies

### Care & Cleaning of Equipment

All rentals are made with the understanding that normal wear and tear is included in the rental rate. However, any damage from misuse or improper care will be charged for. Our rental rate structure anticipates *all equipment being returned clean and free from any contamination or additional charges will be incurred by the customer.*

### Credit

With proper application and approval, a credit account may be opened. Terms are net 30 days from invoice date. Interest will be charged on all delinquent accounts at a periodic rate of 1 1/2% per month, which is 18% per annum. Any invoice/billing questions must be approached within 10 days of receipt of the invoice. To submit a credit application to F&B Rentals, please e-mail ([accounting@fbrentals.com](mailto:accounting@fbrentals.com)) or call our offices (714-554-5080) and ask for a credit application to be emailed.

### Deposits

Deposits are required for any rental item, unless credit has been established in advance. Deposit(s) can be paid for with an approved credit or debit card (Visa, MasterCard, Discover, American Express). We currently do not accept prepaid credit cards, cash or checks for deposits. We take the rental amount from the deposit. If you go over the rental time, you have authorized the rental company to take more deposit to cover the rental.

### Refund Policy

F&B Rentals offers no refunds on goods sold. Everything sold is "as is" and holds no warranty. If you are requesting a refund disputing the charges for a rental, please email [accounting@fbrentals.com](mailto:accounting@fbrentals.com) We will always try to resolve any issues with a rental that you may experience, we do our best to offer the best services possible for every customer. Please allow F&B Rentals to look into the refund request. Once F&B Rentals has determined that the refund is possible, please allow 3-4 business days for the refund. Once we process the refund it is up to your bank to show it on your account. Refunds will only be issued to whatever form of

payment you started with. Credit cards will only be refunded to the same credit card used in the initial transaction. If paid by check we will issue a check. If paid by cash we will refund in cash. Once the refund is in process you can inquire about your refund at [account@fbrentals.com](mailto:account@fbrentals.com) or call the office 714-554-5080 and talk to our accounting department.

### **Credit Card Policy**

If you are planning to put your deposit/balance on a credit/debit card it is preferable that you do that in person at one of our locations. This will allow for your card to be swiped or read by the chip reader for accuracy and your protection. We are unable to take credit cards over the phone but we do offer a “Web Pay” option for Deposits – please call us at 714-554-5080 for more information. Money being returned to credit cards can take up 3 - 4 business days. Banks do vary on how long they take to post the credit amount.

### **Equipment Protection Plan**

As an added service we offer an Equipment Protection Plan. This covers the rental equipment against “Accidental Damage”. It is an additional percentage of the gross rental. This does not cover misuse, loss of any kind, tire damage, theft, or neglect. F&B Rentals retains the right to refuse equipment protection plan coverage. *The Equipment Protection Plan is not insurance.*

Per our insurance company's policy, the purchase of the Equipment Protection Plan is required on high liability items which include trailers, items rented with one of our trailers, items mounted to a trailer set-up, and trucks.

### **Flat Tires, Hydraulic Lines, 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, damage to tires, tracks, or hydraulic lines are caused by conditions on the job site and as such payment for the repairs is considered the responsibility of the customer. In the event of a flat tire, the customer can call a tire repair company of their choice or F&B Rentals can call a tire repair company on behalf of the customer.

### **Operating Condition of Equipment**

In the event that the equipment you have rented is not operating as it should or has a problem, please contact the location you rented the equipment from immediately.

Continuing to run equipment in such a manner can cause excess wear, tear, and damage and result in extra time spent attempting to complete your project. Please help us take care of our equipment and help you get your project done properly.

*If you do not call to inform us of the problem with the equipment and wait to inform us when you return the equipment when it is scheduled to be due, you may be held responsible for the full cost of the rental.*

## **Fuel & Merchandise**

All equipment requiring use of fuel is sent out with a full tank. Customers have the option to refuel equipment prior to returning it to us, or they elect to have us refuel the machines at the appropriate cost.

## **Identification & Insurance**

When renting equipment F&B Rental requires identification on all rentals as follows:

1. Valid California state driver's license
  - a. Must be 21 years of age or older to drive or tow.
  - b. If you have only a California ID, you cannot drive or tow.
  - c. No temporary/paper DMV drivers license are accepted, must have valid CA Drivers license.
2. Proof of insurance that matches your address on your license if driving or towing and can be required on other specific items.
3. 2nd proof of residence that matches your license, a current: phone bill, electric bill, gas bill, registration on vehicle

## **Reservations**

It is always a good idea to reserve the rental item in advance. All reservations will be held for 30 minutes past the requested time if you have not arrived yet. Some reservations require a deposit.

All locations may not have all rental items in stock. Most can be transferred to the nearest location for your convenience with an advance reservation and deposit.

## **Past Due**

Rented equipment is considered past due if not returned by the due date and time listed on the rental contract. More money may be taken from your credit card to cover the extended time. On the rental contract you allow F&B Rentals to take more money from your credit card on file to cover the rental.

## **Rental Days & Prices**

A rental day is 24-hours, except on equipment with an hour meter. Equipment is charged for time out, not time used. Overtime will be charged at the industry standard rate of one-sixth the daily rate per overtime hour unless otherwise instructed.

Equipment with an hour meter allows 8-hours maximum meter time per 24-hour day or 40-hours maximum per week. Any hours over these limits will be prorated.

Please email or call the closest location for current rental prices. All prices are subject to change without notice. Or Visit [FBRentals.com](http://FBRentals.com) for quotes and pricing.

## **Weekend Rental Rates & Holiday Rates**

Rental rates are generally charged based on the amount of time the equipment is out, not time used. When our store is closed on Sunday, equipment picked between 7:00 AM and 12:00 PM Saturday and returned on the following Monday before 8:00 AM, will be charged 1 day. Anytime after 8AM on Monday will be considered 2 days or more.

*\* You may be charged for additional hours on items that have an hour meter. We use the general industry practice basing rates on one 8-hour shift during a 24-hour period (1 day). Overtime for double or triple shifts will be charged accordingly.*

For Friday rentals after 12pm: Any equipment picked up after 12PM Friday must be due back before 12PM Saturday for a 1 day charge or due back the next Monday before 8AM for a 1 ½ day charge. If your equipment has an hour meter you may not go over 12 hrs, if you bring it back Monday before 8AM. If you go over 12 hrs on the meter you will be charged for 2 full days or more.

Effective November 1, 2023, our store in Orange will be closed on Saturdays. If you rent a piece of equipment from our Orange location, and only want to be charged 1 day, you will need to return the equipment to our Santa Ana location, Saturday between 7am - 12pm.

If you choose to keep equipment from Friday over the weekend till Monday, you will be charged a minimum of 2 days for the weekend.

Holidays will be treated like a "Sunday Rate" if a holiday falls before a Sunday or the day after a Sunday, the two days combined will be treated as a long "Sunday".

\*Please call or talk to a Customer Service Representative about your options available to you.

## **Authorized Agents**

Customers may send authorized agents to rent equipment on their behalf. Your authorized agent must be 18 years-of-age or older per our insurance companies' policies. If you have not arranged for prepayment of the deposit prior to the rental, your authorized agent must use their personal credit or debit card to pay the deposit. In the event, you have not rented from us before; we ask that you set up the rental ahead of time in person at one of our stores for identification purposes. All renters must be 21 years of age or older with a valid CA license to drive or tow our equipment.

## **Towing Requirements**

Our insurance carrier establishes our minimum towing requirements for our rental trailers and equipment. Based upon information provided by insurance sources indicating a high correlation in accidents/claims involving short wheelbase tow vehicles and tandem axle trailers, F&B Rentals, Inc. must use the following guidelines:

Tandem axle trailers require a tow vehicle with a minimum wheelbase of 133 inches. The wheelbase measurement is made between the front and rear axle centers. This will also apply to towed equipment and trailers with a gross vehicle weight (GVW) in excess of 2000 lbs. In addition, some larger/heavier trailers will require a 3/4 ton or larger chassis.

The 5'x14' equipment trailers, 2 yard concrete dump trailers, double axle hydraulic trailers, vehicle car hauler trailers require a minimum 3/4-ton, full size, domestic pick-up truck with a 133-inch minimum wheelbase. Notable exceptions to this are the Ford Excursion and 3/4-ton Chevrolet Suburban meeting the minimum wheelbase requirements.

Hitch Requirements: An adequate hitch is also necessary. For tandem axle trailers, all trailers and towed equipment greater than 3500 lb. GVWR, a minimum, class 3, receiver type hitch is required. A single piece, solid, machined ball, with proper shank diameter must be used. Bushings to increase the shank size should not be used.

***F&B Rentals, Inc. reserves the right to decline the use of any vehicle we feel may not be appropriate or meet the safety standards outlined.***

## **Delivery Policies**

Call ahead to make arrangements (for an additional fee) to have one of our truck drivers deliver the equipment right to you. Our drivers also take the time to show the basic operating functions of the equipment.

Delivery charges are subject to change and in many cases based on the distance the delivery site is from the store. Please call your nearest F&B Rental store to confirm the cost of delivery to your area.

Rental rates on delivered equipment are a minimum 1-day charge. Customers must call the store to request pickup of equipment. F&B Rentals does not automatically pick up equipment when the rental is scheduled to end. Failure to call a store for pick up on time will result in additional charges for rental of the equipment based on the time the equipment was out of our yard.