



OUR POLICIES

PLACING ORDERS

All orders placed with 5280HD are considered tentative holds until confirmed. 5280HD will notify customers with tentative holds if a scheduling conflict should arise. At this point, the customer will have the option to either re-confirm the order or release the hold.

Cancellation of confirmed equipment must be made within 24 hours of the date and time that the equipment is due to be checked-out in order to avoid a full penalty rental charge.

PRICING, CHECK-OUT & RETURN TIMES

All prices are listed as daily rates. Weekly rates on long-term rentals as well as pick-up, delivery and return times are negotiable.

Equipment that is shipped will be billed at a two-day minimum, with the rental beginning the day after shipment and continuing until the equipment is returned.

SHIPPING

All freight / shipment costs are to be paid for by the customer, including any and all sub-rental items. Options for accommodating freight costs include:

- Use customer's FedEx or UPS account number;
- Use 5280HDs FedEx or UPS account number with an additional handling fee;
- For customers with established accounts, 5280HD will send an invoice for outgoing shipping charges, however, return shipments must be prepaid by the customer;
- The customer is responsible for confirming insurance coverage and any declared value for all freight.

INSURANCE REQUIREMENTS

The customer must provide 5280HD with a valid Certificate of Insurance before releasing any rental equipment. An insurance waiver charge of 10% of the rental cost with a \$2,500.00 deductible will be added to all rentals unless we receive a valid Certificate of Insurance. We may require that you also provide cash, check or a credit card 'hold' for the amount of the property deductible listed on the Certificate of Insurance.

Further information regarding 5280HD is comprehensively covered in our New Customer Account Application and Rental Contract; however please feel free to contact us with any further inquiries.