

# Frequently Asked Questions

## **Q: What do I need to rent equipment?**

A: To rent equipment, a valid driver's license and credit card/debit card is required at the time of rental.

## **Q: Do you take reservations?**

A: Yes! You can call (303) 906-8706 to schedule a reservation. If you submit a rental request online, please note that the reservation is NOT final until you receive confirmation from Equipment Rental Source either via email or a phone call. If submitting a request online, please be sure to fill in all fields of the form to ensure we can contact you.

## **Q: Do you deliver equipment?**

A: Yes! Rates will vary depending on the type of equipment and the delivery location. For pricing please call (303) 906-8706 or email [info@equipmentrentalsource.com](mailto:info@equipmentrentalsource.com).

## **Q: What is the rate structure for use of a machine?**

A: Unless otherwise specifically agreed by Equipment Rental Source, all rental rates are for normal use of the Rented Item(s) on a single-shift basis, not exceeding 8 hours in a 24 hour time period, 40 hours in a 168 hour (1-week) time period, and 160 hours per 28-day (1-month) period. Additional Rent will accrue for late returns, overuse, and misuse.

## **Q: Do you charge for fuel used on a machine during a rental?**

A: Yes. All of our equipment will go out with a full tank of fuel. A \$8.95/gallon surcharge will be added if the machine is returned with anything less than a full tank.

## **Q: Who is responsible for tire damage while the machine is in the renter's possession?**

A: We go to great lengths to ensure our equipment is in excellent condition for each rental, including tires. If any damage is done to a tire while in the possession of the renter, the renter is responsible for the repair. If necessary, Equipment Rental Source will come out and fix the tire for an additional charge plus the cost of repair.

## **Q: Do you offer any seasonal promotions or customer specials?**

A: Yes, we are always running promotions! Just contact our office at (303) 906-8706 to check any current promotions that are running.

## **Q: When do your Winter hours start?**

A: Winter hours (7:30am – 4:30pm) begin January 1<sup>st</sup> and go through March 31<sup>st</sup>. Regular hours (7:00am – 5:00pm) resume April 1<sup>st</sup>.

## **Q: What is the damage waiver?**

A: Equipment Rental Source automatically charges a damage waiver fee of 12.9% of the gross rental charge. The fee covers normal wear and tear done to the equipment while in your possession. You must still take reasonable precautions to protect the equipment and not intentionally damage the equipment.

**The "Damage Waiver" is required on all rental equipment.** This damage waiver fee can be waived if the customer provides to Equipment Rental Source a Certificate of Insurance from their insurer that names Equipment Rental Source as loss payee as well as shows coverage for "Leased/Rented Equipment" up to the value of the unit being rented.

### **Damage Waiver Exceptions**

Even with the Damage Waiver, damage or loss caused by burglary, theft, conversion, misuse, abuse intentional or negligent damage or destruction, or similar causes remain your responsibility.

**Q: What is the “Env” charge on my contract?**

A: Env or Environmental Fee is a 2% fee that is an industry standard fee. This fee is designed to offset a wide range of environmental expenses, both direct & indirect. These expenses include waste disposal, construction/ maintenance of cleaning facilities and equipment. Simply put, this fee is added to each rental item identified as having a potential for environmental impact.

**Q: What is the “SMM Fee” charge on my contract?**

A: ‘SMM’ stands for Special Mobile Machinery, and is a state mandated fee that charges 2% of the rental rate on all equipment that is pulled, hauled or driven over a highway.

**Q: Do you sell equipment?**

A: Yes! Check out our website at [www.EquipmentRentalSource.com](http://www.EquipmentRentalSource.com) to see all the latest items for sale. If you do not see an item that you are interested in purchasing, contact our office for assistance.