

Store Policy

I.D. Required- Two (2) forms of identity are required. They may include Driver's License, Credit Card, Military ID, Draft Card, Passport or Employment ID Badge.

Minimum Age- You must be at least 18 years of age to rent equipment.

Deposit- A deposit is required on all rental items at the time of rental. This can be in the form of cash, a check that is signed but with an open amount, or a major credit card. For cash deposits, the amount will exceed the rental rate with the difference returned to the customer when the equipment is returned in proper condition.

Returned Checks- There is a \$40.00 charge for all checks, regardless of the reason. You are responsible to replace the check with cash, money order or certified bank check within 48 hours. Failure to do so will result in further collection efforts. You will be responsible for all court charges incurred.

Equipment Protection Charge- A mandatory 10% of rental (Equipment Protection Charge) will be added to most rental equipment. This charge enables the customer to be liable for the deductible portion of insurance only. Equipment that does not charge an Equipment Protection Fee leaves the responsibility for replacement costs completely on the customer. There are exclusions to coverage of the Equipment Protection Policy. See store sales representative for details.

Delivery/Pick-up- We will deliver and pick-up equipment for a fee over and above the rental rate. All deliveries are subject to a minimum one day rate. Upon completion, it is the customer's responsibility to call for pick-up. Failure to do so could result in additional charges.

Returned Equipment- It is the customer's responsibility to return equipment with fluid levels refilled and equipment in a clean condition. Failure to do so will result in additional charges.

Privacy Disclosure- At times, General Rental Sales & Service (GRSS) will request personal information from you in order to provide you with our products and services. This information may include, but is not limited to, name, address, phone numbers, credit card information, driver's license number and e-mail address. Personally identifiable information is collected for the sole purpose of providing the requested products and services. GRSS will use the provided information to complete the transaction. GRSS will not provide personally identifiable information to any third party, without your consent, except to those needed to complete the transaction or when unlawful activity is suspected. GRSS will take all reasonable steps to protect the personal information it holds from misuse and loss, and from unauthorized access or disclosure. GRSS will take all reasonable steps to destroy any personal information that is no longer needed.