

COMPANY POLICIES

PERMITS & LICENSES

Lessee is responsible to obtain at its own expense, and prior to the installation of the equipment provide necessary permits, licenses, and other consents, or lessee may hire a permitting agency through Coastal Rental to obtain necessary permit(s) for the equipment. Arrangements must be made 21 days prior to event for any permit.

RENTAL PERIOD

The rental rate is based on a 24-hour rental. Should you need the items longer please contact us and ask about our multi-day rates.

RESERVATION & CANCELLATION POLICY

Tent and/or Party Rentals:

Tent and and/or party rental items require 25% NON REFUNDABLE DOWN PAYMENT at time of reserving AND a refundable security deposit to secure the equipment for your use. Once your reservation has been confirmed with your 25% down payment, all monies are **NON REFUNDABLE. FULL PAYMENT** is due 48 hours prior to delivery. No refunds will be made after your final payment is received.

Equipment Rental:

All rental equipment requires a Security Deposit at time of reserving. The Security deposit is completely refunded if the order is cancelled within 30 days of the order date (excluding holidays). If cancelled within 14 days, refunds are at the discretion of Coastal Rental Center. No refunds will be made for orders cancelled within 72 hours of event date. Coastal Rental Center reserves the right to charge the full amount of the order if cancellation occurs on the day of the order or at delivery.

Prices are subject to change. Please call for price quotes. All rental charges are for time out, whether used or not. If you encounter operational problems you must call Coastal Rental Center immediately. No credits or adjustments will be made unless we are notified as soon as the problem is encountered

MISSING AND DAMAGED ITEMS

If you do have missing or damaged items upon return, you will be informed as soon as possible. If the missing items cannot be found or if we are unable to contact you or the person responsible within 48 hours of your specified return date, replacement fees will be automatically charged to the credit card on file. If any items can be located and returned within one week of your specified return date, we will refund the full amount. No refund after one week. Repair fees for damaged items must be paid upon receipt of an invoice. Any items considered un-rentable by Coastal Rental Center standards will be charged at full replacement value. The customer is responsible for the goods from the time of pick-up/delivery until the items are returned to Coastal Rental Center. Be sure that all equipment is secure and protected from the weather while it is in your possession. We do charge for soiled, broken, damaged or missing items, including packaging materials. There

will be an extra cleaning charge for any wax, excessive grease, ink and/or hard to remove stains on linens and fabrics.

PAYMENT

All rentals are paid in advance. Full payment or balance due on contract is due on delivery or at time of customer pick up (BE SURE TO HAVE YOUR CREDIT CARD AVAILABLE FOR IMPRINT AT DELIVERY OR YOU MAY ALSO ELECT TO PAY YOUR CONTRACT THROUGH THE WEB PAYMENT LINK PROVIDED TO YOU VIA EMAIL

RECEIPT/INSPECTION OF RENTAL ITEM(S)/EQUIPMENT.

Item(s)/equipment are checked prior to release. Customer should inspect all item(s)/equipment before an event. Customer further acknowledges receipt of all rental item(s)/equipment listed on this Rental Agreement and that the rental item(s)/equipment are in good working order. If item(s)/equipment is not found to be in working order, Coastal Rental Center must be notified immediately for an exchange/refund. No refund will be given due to defect/failure if Customer does not give ample notice prior to the event. Do not attempt to repair/disassemble item(s)/equipment. Charges will apply for broken/altered item(s)/equipment. Customer is aware that the rental equipment is not brand new.

ANCHORING A TENT

Appropriate anchoring methods will be evaluated for each job. Our standard installation use ground anchors up to 36" to secure the tent. The customer is responsible for determine if the ground condition will allow anchors driven into the ground (any concrete surface will require the use of block weights) if tent block weights will be needed to anchor the tent. ADDITIONAL FEE APPLIES FOR THE USE OF BLOCK WEIGHTS.

INSTALLATION OF TENT

The quoted price includes the labor for a standard, nearby ground level installation and takes down included. Non-standard installations may be assessed additional labor fees based on the circumstances of the job. It is very important to properly locate where tent will be erected prior to us arriving. Once the frame is built any changes in location or orientation may result in a labor fee to re position the tent. Coastal Rental Center reserves the right to refuse to install or take down a tent if inclement weather creates an unsafe situation for our crew

UTILITY & UNDERGROUND FACILITIES

Lessee agrees to have all underground facilities within the work area of equipment to be installed clearly marked prior to the arrival of Coastal Rental Center. Lessee assumes full responsibility for any damage to underground facilities. Please call at least 10 days prior to event to have all underground facilities located and marked.

WEATHER-RELATED RISKS

Lessee assumes all weather-related risks involved in holding an outdoor event. If tenting should become unusable due to high wind, rain, flooding or any other factor beyond lessee control, Lessee is responsible to evacuate tent immediately for safe shelter. Lessee shall still be liable for payment in full of all charges. No tents are guaranteed to be completely waterproof and are considered temporary shade structures.

COOKING UNDER TENTS

Lessee agrees not to do any type of cooking under or near tents. No heaters are to be placed on the inside perimeter of any tent. Lessee assumes full liability for any costs incurred for damage or cleaning costs to tents.

PRICING

Prices are subject to change. Please call for price quotes. All rental charges are for time out, whether used or not. If you encounter operational problems you must call Coastal Rental Center immediately. No credits or adjustments will be made unless we are notified as soon as the problem is encountered.

METERED ITEMS

Rates for rental equipment with hour meters are based on 8 hours per day, 40 hours per week and 160 hours per month. Additional usage will be charged accordingly.

FLAT TIRES, HYDRAULIC LINES AND 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 said damage is caused by conditions on the jobsite and as such any repairs are the sole cost to the customer. In the event of a flat tire, the customer can call a tire repair company of their choice.

RESPONSIBILITY

Responsibility for the rented items remains with the customer from the time of possession to the time of return. Additional fees are charged for damage and loss. All items should be secured and protected from the weather. Rental items may only be returned during normal business hours.

WARNINGS:

Powered tools and equipment, including excavators, tractors, chainsaws, and equipment used for heating, cooling, lifting, loading, tilling, cutting, edging, grinding, chipping, digging, shredding, washing, pumping, breaking, boring, and/or towing can be dangerous and should be serviced, maintained, repaired and used with great care, only for their intended purpose(s), and only by properly trained, familiarized, qualified, certified, instructed, and if applicable, licensed, individuals.

LOADING AND UNLOADING

We will assist customers in getting the equipment loaded and secured. We are not responsible for any damage that may occur during loading, transporting or unloading. It is the customer's responsibility to make sure that they are using a vehicle that can safely transport the equipment and have the means to secure it without damaging either vehicle or the equipment.

CHECK ACCEPTANCE POLICY

Coastal Rental Center does not accept checks with P.O. Boxes as an address. Coastal Rental Center does not accept starter checks (Name must be printed BY THE FINANCIAL INSTITUTION on the check) check number printed on check must be above 100. Coastal Rental Center does **NOT** accept out of state checks (Must be a Florida check with a Florida address) A Valid Florida ID (Florida Driver's License or a State ID card) with your name matching the name printed on the check. Third party checks are not accepted.

DELIVERY

1. Deliveries are made to the closest point of the delivery truck (*vehicle size 8'5" wide x 13' tall*)
2. A delivery charge is applied to every delivery request. Delivery Hours are Monday- Friday 7AM - 5PM. Sat 7AM – 12PM. After hours Delivery / Pick up is available for an additional fee. For Weekends with high volume of deliveries, deliver / pick up hours may exceed after hours due to unpredicted traffic, weather, ECT. We will notify customers if such delay occurs.
3. We cannot guarantee a specific delivery/pickup time. We require a minimum of 4 hour time frame to deliver. To find out when your order is scheduled for delivery/pick-up, please call the day before the delivery/pick-up date indicated on your contract.
4. If you are scheduled for a Friday delivery, we may call you at the beginning of the week and move the delivery day up a day or two according to our workload and weather conditions.
5. Pickups that are scheduled for Monday may be pushed back to a later day due to inclement weather or other scheduling issues. Your flexibility is greatly appreciated by our staff. Keep in mind that the safety of all equipment is the customer's responsibility from the time of delivery to the time of pickup.
6. If items must be transported to specific area, i.e. (inside building, upstairs, elevators, etc.), customer is to pay additional minimum fee. Coastal Rental will stack neatly and securely with reasonable access for the customer. All items must be re-stacked and made ready for the pick up by the customer.
7. Delivery and Pick-up charges ONLY cover Elevator free access to a ground level location within twenty five (25) feet of the nearest loading area.
8. Additional charges may occur: Delivery is impeded by stairs, elevator or uneven surfaces. Deliveries that involve waiting time of more than 30 minutes.

In the event of an emergency or problems with equipment

*It is the responsibility of the customer to contact Coastal Rental Center (727) 847-6694 immediately in order to expedite the problem. If Customer fails to contact Coastal Rental Center, the Lessor is not responsible for any Refunds.

*Coastal Rental Center is under no contract with the Client other than what is stated above. We hold the right to refuse deny and/or hold any order regardless of length of the business relationship. We hold the right to refuse deny and/or hold any order due to lack of payment for original invoices, late fees, replacement fees and/or any other fee outlined above. Coastal Rental Center is not responsible for any fees charged by any other company for your rental needs due to Coastal Rental Center, refusing, denying and/or holding orders.

*Customer agrees to assume the risk of and hold Coastal Rental Center harmless for, property damage and personal injuries caused by the equipment and/or arising out of customer

REFUELING SERVICE CHARGE:

Customer acknowledges that a "Refueling service charge" will be applied to all Equipment not returned with a full tank of fuel. The exact cost of the Fuel surcharge may vary depending on the fuel costs at the time of equipment return. Customer acknowledges that the Refueling surcharge is not a retail sale of fuel. Customer may avoid the Refueling surcharge by returning the equipment full of fuel.

DISINFECTING

During a widespread or global occurrence of an infectious disease, for Equipment handles by any person(s) known or suspected to be infected or used in a known or suspected zone of infection including but not limited to permanent or temporary healthcare facilities and testing facilities, ambulance interiors, and biological laboratories, customer shall disinfect the Equipment in accordance with the following requirements: (i) disinfection must be performed by an independent contractor acceptable to Coastal Rental Center; (ii) it must be documented

GPS Tracking

Customer and Coastal Rental Center each consent to the collection and monitoring of electronic information, including Global Positioning System ("GPS") data, generated by or in connection with Customer's use of or the location of the Equipment. Customer agrees that Coastal Rental Center owns the data described in this paragraph and may use such data, including GPS data, for any purpose.

Is a cookie a security hazard?

A cookie is a small piece of data stored on your computer that allows the Coastal Rental Center website to remember who you are for ease of use and to help customize the website to your needs. Cookies may be created which recognize your name (if you have transmitted it to us in a prior visit from the same computer) and the date and time of your most recent visit. When, during your visit to the Coastal Rental Center website, cookies containing your personal information is about to be created, you will be given the above option to direct us not to create the cookie. You may also avoid the use of cookies by websites with which you communicate by turning off "cookies" on your computer's browser.

Please note: These policies do not supersede what is stipulated in the signed rental agreement.