

EQUIPMENT RENTAL POLICY

TO OUR CUSTOMERS

Thank you for considering American Rent-All for your equipment rental needs. Our goal is to provide you with top quality equipment and professional service. We accept Visa, Master Card, American Express, Discover, and personal check with ID; cash accepted on most items. We encourage you to confer with one of our staff members to help you plan the details of your rental.

Please review the following Equipment Rental Policies prior to your rental and contact us if you have any questions:

- **RESERVATIONS:** Subject to availability, our equipment (other than special events-related items) can usually be reserved by giving us a phone call or by stopping at our store location. There is no charge to reserve such items; however, if you need to cancel or change your reservation, please let us know as soon as possible, so we can free up the equipment for other customers. Reservations are recommended, especially on weekends, holidays, and other busy times.
- **IDENTIFICATION:** We require a valid and current U.S. state-issued driver's license or photo I.D. for all customers. For out of state customers, a valid and current major credit card sufficient to fund payment of all charges due and coming due in connection with your rental will also be required.
- **RENTAL RATES:** Rental rates are typically quoted on an hourly, daily, weekly or monthly basis. All estimated Rent (based on your estimate of the length of the Rental Term) must be paid in advance, unless: (a) you have an established account or different arrangements are made prior to your rental period; or (b) otherwise agreed in writing on a case-by-case basis by American Rent-All. We accept Visa, Master Card, American Express, Discover, and personal check with ID; cash IS accepted on many items. See below for more specific information on rental rates:

STANDARD RENTAL RATES:

- Minimum Rate- Varies from 4 hours to 1 day depending on equipment. All scaffolding rentals require a minimum rental of 7 days.
- Day Rate – 24 consecutive hours / Maximum Use: 8 hours.
- Week Rate- 7 consecutive days / Maximum Use: 40 hours.
- Month Rate- 28 consecutive days / Maximum Use: 160 hours.

OVERNIGHT RENTAL RATES DURING THE WEEK (Monday through Friday):

- Pickup after 3:00PM local time, and return by 9:00AM local time the next morning: 4 hour rental charge.

WEEKEND RENTAL RATES:

- Pickup Saturday between 8:00AM-2:00PM local time, and return by Monday 9:00AM local time: 1 day rental charge

HOLIDAY RENTAL RATES (New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas only):

- Pickup business day before and return by 9:00AM next business day: 1 day rental charge

Advertised rental rates are subject to change without notice. Quoted rental and related charges (including Damage Waiver) do not include sales tax.

- SECURITY DEPOSITS: American Rent-All reserves the right to require a security deposit of up to the full (new) replacement value of any one or more (or all) Rented Item(s), plus any anticipated rent, delivery and other charges due in connection with any rental. Except only as otherwise required under applicable law, such security deposit(s) may be applied to rent, cleaning, repair, replacement, storage, servicing, maintenance, transportation and/or other charges due and/or coming due under your Rental Contract, as deemed appropriate by American Rent-All.
- EQUIPMENT USE / OPERATION:
 - Operating instructions and, where applicable, manufacturers' manuals, instructions and warnings, are provided at the time of pickup or delivery (as applicable) of each Rented Item. All customers are responsible for familiarizing themselves and each person they permit to use or otherwise deal with any Rented Item(s) (collectively, "Users") with such manuals, instructions and warnings, and for ensuring that all Users: (a) are present upon our delivery and/or your receipt of such Rented Item(s); and (b) make proper use of all recommended and required safety and personal protective equipment (including without limitation, hard hats, boots, chaps, gloves, goggles, torso protection and fall protection equipment, as applicable based on the Item(s) rented).
 - If your planned use of any Rented Item(s) involves digging or otherwise disturbing the ground surface, in Maryland, call Miss Utility (Phone # 811 or 800-257-7777) (in all other areas, call 811) at least 3 days prior to event, and clearly and properly mark all underground lines, utilities and other improvements, in order to avoid damaging underground lines and facilities.
 - If you have any questions about the safe and proper transportation, use, servicing, maintenance and/or storage of any Rented Item, please don't hesitate to ask us. We strive to ensure our equipment is maintained to the highest standards; however, occasionally malfunctions may occur, even when proper procedures are followed. Please notify us immediately if any Rented Item malfunctions or proves in any deficient or defective, and we will attempt to promptly resolve the issue.
- FUEL AND SERVICING: Some Rented Item(s) require gasoline, while others require diesel fuel or propane. Additionally, certain Item(s), such as "Tier 4" equipment, may also require use of specialized fluids (for example, diesel exhaust fluid) and/or lubricants, as well as periodic servicing (e.g. cleaning of particulate matter filters). It is important for the customer to be aware of the equipment's fuel and servicing requirements prior to each rental, to ensure that each such Item is timely and properly serviced, and that adequate levels of the proper fuel, fluids and lubricants are maintained at all times. Equipment requiring fuel and/or specialized fluids/lubricants will typically be full upon commencement of each rental. We may (subject to applicable law) require a fuel deposit for certain Item(s), and you may be charged a "service" or

“convenience” fee if such Item(s) require fueling and/or servicing upon return to us. Please review the information and instructions provided with each such Item prior to your rental, and if you have any questions, please feel free to ask our employees for assistance.

- **LIMITED DAMAGE WAIVER:** On certain items, we offer an OPTIONAL Limited Damage Waiver (“LDW”) in exchange for a separate fee of 6% of the anticipated Rent due in connection with your rental of such items. For additional information, see our separate “Limited Damage Waiver Guide and Addendum.”
- **DELIVERY:** Delivery and/or pickup is/are usually available for an additional charge. Please call us at least one day in advance of your requested delivery/pickup date and time for scheduling and pricing. We will make every effort to accommodate deliveries on shorter notice. We do our best to ensure timely deliveries and retrievals, but we cannot guarantee the exact date and time in every case. In most cases, you will also have the option to pick up and/or return the Rented Item(s). Please call us for more information on availability.
- **TRAILERS AND TOWING:** Vehicle towing capacities can vary substantially, usually based on the size, engine torque and horsepower, suspension and towing package (if any). Vehicles towing trailers must have adequate towing and braking capacity and otherwise be fully legally compliant and roadworthy. Refer to your Rental Contract for additional requirements pertaining to trailer use. If you are not comfortable towing a trailer, we generally make delivery available at reasonable rates (charged separately from our quoted Rental Rates). Customers are always responsible for securing loads. American Rent All reserves the right to refuse rental to customers with unsafe or unsuitable trailers hauling equipment.
- **SECURITY:** You are responsible for ensuring that the location where the Rented Item(s) is/are to be delivered and/or used during your rental is reasonably safe, secure, and otherwise in all ways fit for delivery, installation and use of the Rented Item(s).

Subject to applicable law, American Rent-All reserves the right to reject, delay, cancel and/or terminate any rental for any reason or for no reason, including without limitation: (a) severe weather (actual or threatened); and/or (b) any failure to comply with any one or more of the aforementioned policies to our satisfaction, or if for any reason, we feel any rental and/or use (or planned use) of any Rented Item(s) creates an unacceptable level of risk to person(s) and/or property (including without limitation, the Rented Item(s)).

The foregoing rental policies are provided for informational purposes only and are not intended as a comprehensive statement of our rights and/or your obligations in connection with any rental or Rented Item(s). For more information, refer to your Rental Contract and related Addenda provided by American Rent-All.

Please direct all questions and comments to: AMERICAN RENT ALL 219 N. Mechanic St., Cumberland, MD 21502 301-777-5000 www.american-rent-all.com.