



## Important Customer Information:

- 1) Reservation of equipment rental or trailer rental will require a 20% deposit.
  - a. The 20% deposit can be fully refunded if you cancel the reservation 48 hours prior to reservation date.
  - b. The 20% deposit will be nonrefundable for reservations cancelled 24 hours prior to reservation date.
- 2) To rent equipment or trailer we will need a copy of valid driver's license, credit card, and your general liability coverage that covers rentals (equipment) or deck page of car insurance that shows \$1,000,000 worth of coverage(trailers).
  - a. If you do not have rental coverage you will need to complete our damage waiver. The damage waiver will help reduce the cost to you for damage to the equipment while on rent under normal working conditions. The charge will be 14% of the rental price and will be automatically applied at the time of rental if you choose to accept the DW.
- 3) Contact information:
  - a. Main office number: 828-400-3931 with office hours of 7am to 5pm.
  - b. Emergency number for after hours: 828-550-2369. This will send you directly to Erik.

## Trailer Rental

- 1) Included Trailer Rental Equipment:
  - a. For Equipment Trailers: 4 Chains and 4 Binders
    - i. **IMPORTANT:** If lost, broken or stolen replacement cost is \$100 per chain or binder. \*Will be charged replacement cost if chains are drug or damaged in any way.
    - ii. Equipment trailer can haul up to 14,000lbs
  - b. For Utility Trailers:
    - i. Back gate: **IMPORTANT:** If lost, broken, or stolen replacement cost is based on damages.
    - ii. Utility Trailer can haul up to 7, 000lbs.
  - c. For Dump Trailers:
    - i. 4 bungee-cords are supplied to hold sides of tarp down. **IMPORTANT:** If lost, broken, or stolen

- replacement cost is \$10.
- ii. Roll out tarp to cover whatever you are hauling.  
**IMPORTANT:** If damage which includes cuts and/or rips replacement cost is \$100
- iii. Dump controller and Hydraulic Ram: **IMPORTANT:** If any part of the dump controller or Hydraulic ram system is lost, broken, or stolen replacement cost is based on damages.
- iv. Dump trailer can **haul at most 4tons** of product.

d. For Enclosed Trailer:

- i. Weight Capacity is 4700lbs.
- ii. Back Door: **IMPORTANT:**
- iii. Side Door: **IMPORTANT:**

2) For all Trailer Rental Tires:

- a. Must be returned in good working order.
  - i. **IMPORTANT:** if any tire is cut or busted replacement cost for new tire(s) varies on size and brand; equivalent cost for like tires.

3) For all Trailer Rental Lights and Plugs:

- a. Must be returned in good working order.
  - i. **IMPORTANT:** if lost, broken, or damaged replacement cost is \$25 per light. \*Plug may be additional cost if broken or worn through.

4) Trailer Hours: All trailers must be returned to 1078 Jonathan Creek Rd between the hours of 7am to 4:30 pm.