

## WHAT WE FEEL YOU NEED TO KNOW ABOUT RENTING FROM TVS PRO

### WHAT WE REQUIRE FROM YOU:

All rentals require a valid **driver's license or state issued ID** and a **credit card** for security deposit. An authorization may be run on the credit card up to the value of the equipment.

If you are **renting high value equipment**, we will require a **certificate of liability insurance** with TV Specialists listed as the loss payee and additionally insured.

**We do offer insurance for our rentals**, and will at some point ask if you would like to purchase it. We may even require you to purchase it. It will cost 10% of the total rental fee before tax. It will limit your liability to 20% of the repair or replacement costs.

If you are leaving **the US or even the state of Utah** with the equipment that you are renting, you need to let us know. We require you to provide insurance if you are leaving the country with our equipment.

**If an item did not work properly or has been damaged or lost**, we ask that you tell us. We can work to find a solution.

### RENTAL RATES and DAYS:

All rentals are to be paid for at the time of pick-up. Arrangements can be made to pay upon return, but are more of an exception than a rule.

All rentals are priced at **day rates** - no half days. What constitutes a day? To us, a **day means being able to pick up an item one day and return it the following day before we close**. That is one day. If you need the item longer, like say you want to return it two days after the item is picked up, it will be a two day rental. (If you need prep or travel days please talk to us 801-486-5757 or [geoffb@tvspec.com](mailto:geoffb@tvspec.com) [colinmtvspec@gmail.com](mailto:colinmtvspec@gmail.com) and we can work something out.)

**We offer a three day week**. This means you can have the equipment up a week, and we will only charge you for a three day rental. If you need it for additional days, we will add additional days to the rental. If you need the equipment for a time frame that doesn't fall in place with the standard set rates, talk to us 801-486-5757 or [geoffb@tvspec.com](mailto:geoffb@tvspec.com) [colinmtvspec@gmail.com](mailto:colinmtvspec@gmail.com) and we can provide a custom quote for you.

**We are closed Saturday and Sunday**. This means that rentals needed for Saturday or Sunday will have to be picked up Friday and returned on Monday. We would like to charge you for multiple days, but we won't, **we will keep it a one day rental**.

If you have **equipment in our service department being repaired and need to rent**, we will give you a 50% off your rental and maybe even loan you something if you purchased the item here and it is still under the manufacture's warranty. If you did not buy the equipment from us, we will still give you a 25% discount on your rental.

### LATE FEES AND CANCELATIONS:

**When do we consider the rental late?** It is late when the equipment is not returned before we close on the day it is due - the exception to this is when we specify a day and time the equipment needs to be returned by.

If you **will not be able to return the equipment on time or need to extend your rental** please call us and let us know. We can work something out or at least listen to your story 801-486-5757 or [geoffb@tvspec.com](mailto:geoffb@tvspec.com) [colinmtvspec@gmail.com](mailto:colinmtvspec@gmail.com). If your rental is late and we have not heard from you, we will start tracking you down to find out when the equipment is coming back. If we have to do this, we are much more likely to charge late fees - especially if it messes up another customer's rental. If the equipment is a day late and we have not heard from you, we will charge you for an additional day. If it is two days late, we will charge you for two days. Three days three days. Four days four days. No discounts or special pricing. **If it is going to be late or if you need to extend your rental, you need to call and talk to us** 486-5757 or [geoffb@tvspec.com](mailto:geoffb@tvspec.com) [colinmtvspec@gmail.com](mailto:colinmtvspec@gmail.com).

**We do not charge a cancellation fee**. If you need to cancel or postpone your rental, please let us know as soon as you know 801-486-5757 or [geoffb@tvspec.com](mailto:geoffb@tvspec.com) [colinmtvspec@gmail.com](mailto:colinmtvspec@gmail.com).

### WHAT YOU CAN EXPECT FROM US:

All rentals items **will be pulled and checked before pick up** to ensure that it is functioning and working properly. We will also run through the equipment with you at the time of pick-up to make sure you are good to go.

If you need small items such as additional cables, adapters, gaffer's tape, extra batteries, memory, gels, etc. just ask. We do not always know what you have in mind, so you need to ask. **If it is reasonable and we have the items you need available, we will include them with the rentals.**

**We can arrange for delivery and pick of rental equipment.** We would like you to pick up and return at our location because it is easier to get things right. Delivery charges will vary, but will start at \$75.00. Pick up will also run \$75.00 and must be arrange when the rental leaves TVS Pro. Setup fees and labor fees will be charge at \$75.00 per hour per TVS Pro employee.

**If we have we have made a mistake, forgot something or if things are not working they should be,** we will do what we can to make things right. We might not always be able to do so, but we want the chance to.

We are willing to put **half of a one day rental towards purchase** within 30 days from the rental invoice date.