



## Damage Waiver Policy

### 1. What is T.E.S. Rentals loss damage waiver?

The Damage Waiver is a program offered by T.E.S. Rentals, LLC that enables customers to significantly reduce their potential financial liability on rental equipment when it is accidentally damaged. **THIS IS NOT AN INSURANCE POLICY.**

### 2. How much does the Damage Waiver cost?

The fee for the damage waiver is 15% of the rental amount. The fee is applied to the base rental rate(s) only.

### 3. How does the Damage Waiver work?

In exchange for purchasing the Damage Waiver, the customer reduces their financial responsibility for accidental damage occurring to the equipment while on rent. Otherwise, the full financial responsibility rests with the customer as per #5 in the rental terms and conditions. Multiple repairs during a single rental period will be added together to determine coverage percentages.

### 4. What if I don't want the Damage Waiver?

The Damage Waiver is not mandatory. The customer can opt out if they provide North Florida Equipment Rentals with a **Certificate of Insurance** meeting our insurance requirements for the full coverage of the rental item. The General Manager may also waive the fee at their discretion. If the damage waiver is not paid the customer **accepts full financial responsibility for all damage** to the rented equipment to be paid personally or through customer owned insurance. Non-payment of damage waiver fee on rental invoice will constitute accepting the terms and responsibilities of opting out. Payment of damage waiver on rental invoice will constitute understanding and accepting the terms of damage waiver participation by the customer.

### 5. What is not covered?

**Total loss, damage from negligence or abuse, tires, down time rental fees during repair, and travel time during service calls are not covered.** The customer must take reasonable measures to protect the equipment against loss or damage. T.E.S. Rentals personnel will determine if the damage was caused by negligence or abuse. If in T.E.S. Rentals' judgement, the damage is due to customer negligence or abuse, the Damage Waiver does not apply, and the customer is fully responsible for all damages as per #5 in the rental terms and conditions.



**6. How do I use my Damage Waiver?**

It is the customer's responsibility to contact T.E.S. Rentals and file a report within 24 hours of the occurrence to evaluate the cause and extent of the damage. In the event of theft or vandalism, the customer must also file a police report with the local authorities and provide a copy of the report to T.E.S. Rentals. If T.E.S. Rentals concludes the damage was not due to customer negligence or abuse, the customer will be covered according to the following schedule:

<b>Damage Amount</b>	<b>T.E.S. Covers</b>	<b>Customer Responsibility</b>
First 25% of covered value*	100%	None
Remaining 75% of covered value*	50%	50%
Excess of covered value	None	100%

\*Value is based on T.E.S. Rentals approved market price. Protection is applied to the first \$10,000 or 25% of equipment value, whichever is least.

**Examples:**

1. \$10,000 equipment value. The Damage Waiver applies to the first \$2500 in repair costs. T.E.S. Rentals will cover 100% of the repair costs for qualified damages up to \$625. The customer T.E.S. Rentals will split the next \$1875 50/50 (\$937.50 each). The customer will be responsible for 100% of repair costs in excess of the first \$2,500.
2. \$50,000 equipment value. The Damage Waiver applies to the first \$10,000 in repair costs. T.E.S. Rentals will cover 100% of repair costs up to \$2500. The customer and T.E.S. Rentals will split the Next \$7500 50/50 (\$3750 each). The customer will be 100% responsible for all repair costs in excess of the first \$10,000.