

## **RENTAL FAQ'S**

### **What are your hours?**

Bell Hardware Rental is open 7:30am to 7:00 pm Monday thru Friday, 8:00 am to 5:00 pm Saturday and 10 am to 4 pm on Sunday.

### **Can I return an item after hours?**

No, this causes an unnecessary security issue.

### **Do I need to return the equipment full of fuel?**

All our equipment is rented with a full tank of fuel. You have paid a Fuel Deposit with your rental charge. If the equipment is not returned full, your Fuel Deposit will not be refunded.

### **If I rent a saw and use a "diamond blade" do I get charged for blade wear?**

No, the blade has a separate rental charge from the equipment, but we do not charge for blade usage.

### **Do you deliver?**

Yes, delivery is available. Charge is based on distance to travel and equipment rented. It is best to reserve equipment at least a day in advance and discuss delivery at that point. We schedule deliveries days in advance, if our delivery schedule is full, we may not be able to deliver your equipment. We do not deliver equipment on the weekends.

### **Do I need any type of insurance to rent equipment?**

If you are a contractor or builder we would ask for a Certificate of Insurance stating you have full coverage of rental items. If you do not have insurance coverage, you may be held solely responsible to pay for all damage done to the equipment and any other people or things involved if an accident occurs.

### **How do I pay for my rentals?**

Bell Hardware accepts cash, Visa, MasterCard, Discover, Amex, and personal checks. Payment is due at the beginning of rental period.

### **Can I reserve equipment in advance?**

Yes, we recommend reserving equipment ahead of time to insure availability.

### **What do I do if I am having problems with my rental equipment?**

Do not try to fix the problem yourself! If you are having problems with a piece of rental equipment, call us at 610-395-1132 x14. Our associates are familiar with all of our equipment and they may be able to talk you through a problem. If they are not able to help you over the phone, they may ask that you bring it back for us to take a look at it and fix or exchange the equipment so you can get your project finished. If you have a problem after our operating hours, call and leave a message at 610-395-1132 x14 to let us know you had a problem and return the equipment in the morning.

### **Can I cancel or change my order?**

Yes, you may cancel/change your order up until the rental period begins.

### **Do I have to clean equipment before I return it?**

Yes, all equipment must be returned clean and in the same condition it was when it was picked up in order to receive a Refund of your Deposit.

**Do you sell used rental equipment?**

Yes, Bell Hardware from time to time sells used rental equipment.

**What if something is stolen?**

First call police, then call Bell Hardware.