

NEW Rental Procedures (Customers)

For the safety of our staff and customers, we are implementing the following changes to our Rental Procedure (effective immediately).

Hook-ups

1. When you arrive at the gate, please call reception to be forwarded to the Rental department.
2. You will need to provide your credit card number and driver's license info over the phone so that the Rental staff can create a rental contract and a preauthorization of your credit card.
3. You will be required to text pictures of your credit card (front and back) and driver's license when picking up equipment (or over the phone when booking).
4. You will need to agree to the contract via text.
5. The yard staff will open the gate, and you will park inside the lot but wait in your vehicle.
6. A staff member will hook up the equipment and place a copy of the rental contract in the passenger side window, while maintaining proper social distancing (remaining 6 ft away at all times).
7. A picture of your license plate may be taken for added security.

Returns

1. When you arrive at the gate, please call reception to be forwarded to the Rental department.
2. Over the phone, you will be asked to park in the drop zone and wait in your vehicle.
3. The yard staff will open the gate and a staff member will unhook the equipment and check for damage.
4. The rental contract will be closed by Rental staff, your payment will be taken, and a receipt will be emailed to you.

The procedure for parts, service, and sales is very similar. Please stay in your vehicle and indicate to reception or the Rentals representative that you wish to also purchase parts or speak to someone in service. They will be happy to transfer your call.