



WHAT DO I NEED TO RENT AN ITEM?

- Legal Drivers License
- Current Address
- Two Telephone Numbers (Home and Work)
- Some form of Payment at time of rental. (Cash and Credit Cards*)
- Deposit Money – on cash/credit card rental items only

NO PERSONAL CHECKS ACCEPTED. We take Business Checks once an account is setup. Allow at least one day for a Net 30 Account.

*All Large Equipment and/or High Priced items require a Credit Card to rent.
Ask associate if your item falls under that category

WHEN DOES MY RENTAL TIME START?

We offer a variety of different rental rates. Your rental time starts from the loading of the rented item. Below is a breakout of our hourly, weekly and monthly rate.

2 Hour Rate	2 consecutive hours during store hours
4 Hour Rate	4 consecutive hours during store hours
Day Rate	24 consecutive hours
Week Rate	7 consecutive days to the same time
4 Week Rate	4 consecutive weeks to the same time

Our best rental value is our Happy Rental Hour rate. Below is a breakout:

Happy Rental Hour Rates:

Mon – Friday	Start rental at 4 p.m. and return next morning by 8:30 a.m. for the 4 hr rental rate
Saturday	Start rental at 4 p.m. and return Sunday by 10:00 a.m. for the 4 hr rental rate
Sunday	Start rental at 3 p.m. and return Monday by 8:30 a.m. for the 4 hr rental rate

DOES THE TOOLS OR EQUIPMENT HAVE TO COME BACK CLEAN?

We clean and service the equipment, however if the equipment is excessively dirty i.e. caked mud or other debris is wrapped around the equipment in a manner that will take more time than usual we will tack on a cleaning fee to cover the time to clean the piece of equipment. This will be determined on a case to case matter by the on duty store manager. Questions regarding this policy, please ask a sales representative before renting equipment.

DOES THE EQUIPMENT NEED TO COME BACK FULL OF FUEL?

Small equipment that does not require a trailer does not need to be filled up with gas. Any item that needs a trailer or is towable will need to be filled up with gas or diesel.

DO YOU HAVE SPECIAL HOLIDAY HOURS?

Yes. Please call a sales representative for our special hours during holiday periods.

ARE YOU OPEN ON SUNDAY?

For your convenience, our Grand Prairie location is open on Sundays from 9:00 a.m. to 5:00 p.m. The Arlington location is closed on Sundays, but all items rented from the Arlington store can be returned to the Grand Prairie store on Sundays.

IS YOUR EQUIPMENT NEW?

Yes, our inventory of equipment is maintained and rotated regularly to give our customers the most current, name brand, best quality equipment to quickly complete your task. Our goal is to give the customer a positive, memorable rental experience.

IS YOUR EQUIPMENT CONTRACTOR GRADE?

Yes, all our equipment is contractor grade and has been tested by true professionals in all field types. If your equipment is not great then your project will not go as easy as you were expecting.



DO YOU DELIVER LARGE PIECES OF EQUIPMENT?

Yes. Normal delivery hours are Monday – Saturday 8 a.m. to 5 p.m. We do have some conditions during holiday times. Please call a sales representative if you have any additional questions.

IS THERE A DELIVERY CHARGE?

Yes, there is a delivery charge. The charge is determined by ZIP code in the Dallas/Fort Worth area. The delivery charge does not include set up and/or break down of the rented items. Rental items will be dropped off to the nearest and convenient ground level or loading dock near your project site. Please call for rates on unique situations. Our drivers are instructed to deliver the rental items in a convenient location and should be ready for pickup the same way.

Don't forget that we charge a fuel charge if the item(s) need to be filled up prior to be picked up by us.

CAN YOU DELIVER WITHOUT ME BEING THERE?

Yes, provided that we can leave equipment in a safe location so theft or abuse will not happen to the rental item(s). We will need a signed copy of the contract before we can leave any equipment unattended. Please remember that all delivered items are the customer's responsibility from time of delivery until it is returned.

DO YOU DELIVER AND/OR PICKUP AFTER-HOURS, WEEKENDS AND HOLIDAYS?

Yes, this service is available for an additional fee and provided we have advance notice. Some restrictions apply, so please call for details.

WHAT IS YOUR CANCELLATION CHARGE FOR ORDERS?

50% cancellation fee will apply on all orders if cancelled.

WHAT SIZE BALL HITCH DO I NEED FOR THE TRAILERS?

All our towable equipment requires a 2" ball. Receiver hitches are recommended for all Large Equipment Rentals.

WHAT IS THE WEIGHT CAPACITY IN ORDER TO PICKUP LARGE PIECES OF EQUIPMENT?

Your Vehicle Weight Capacity depends on the piece of equipment you are wanting to haul or tow. Please call your sales representative to make sure your vehicle can pull/haul your intended rental item(s).

CAN I PAY CASH FOR LARGE PIECES OF EQUIPMENT?

No. All large pieces of equipment is Credit Card Only. Also, the person picking up has to be the person paying for the equipment. No exceptions.