



## EQUIPMENT RENTALS FAQ

**Q: Are you open on Sunday?**

A: We are closed on Sunday.

**Q: Do I have to pay for Sunday when you are closed?**

A: There is no charge for Sunday. If you pick up your rental Saturday afternoon and return Monday morning, you will only be charged the one day rate.

**Q: Is sand paper included in the rental?**

A: Sand paper is sold separately. We only charge for what you actually use, so don't forget to return your unused paper!

**Q: Can I drop off my equipment/items after hours?**

A: The Muskegon facility is not able to accept any after hours returns.

**Q: What size ball do I need on my hitch?**

A: Our large equipment trailers require a 2 5/16" ball. Our dump trailer requires a pintle hook and the rest of our rentals require a 2" ball.

**Q: What are the rental requirements?**

A: We do require a valid Michigan driver's license. If an out of state license is provided a credit card must be used for payment.

**Q: Can someone else pick up/drop off for me?**

A: Yes, a friend or family member can pick up or drop off for you. Please provide either the last name on the contract or the contract number.

**Q: Am I required to take the damage waiver?**

A: The damage waiver is not a requirement; however, we do suggest you take it in case of any accidental damage done to our equipment while it is out on rent.

**Q: Do I get the damage waiver charge back when I return my rental?**

A: The damage waiver is nonrefundable.

**Q: Why is the price different online from what you've quoted me over the phone?**

A: The prices on our website and in our rate guides reflect only the base rental prices of our equipment and do not include tax or damage waiver.

**Q: Is fuel included in my rental?**

A: Some items do include fuel in the rental cost. Other items do need to be returned full of fuel and will be noted at the time of pick up.

**Q: Is there a cleaning fee?**

A: We do assess a cleaning fee if there is extra cleaning time needed (to be determined at time of drop off.)

**Q: Is the trailer included?**

A: The trailer is not included in the price of the rental. It is a separate charge. The trailer is offered at a reduced rate if rented with our equipment.

**Q: What happens if I do not need/use the item I rented?**

A: If the item is returned within 30 minutes, there will be a small restocking fee. If the item is out longer we will charge for time out, not time used.

**Q: Can you deliver/pick up?**

A: We can deliver and pick up your equipment/items at an additional charge.

**Q: What type of payment do you accept?**

A: We accept all major credit cards, cash, and checks.

**Q: Who do I call if I have an issue with my rental when Redi Rental is not open?**

A: If you have an issue with any of our equipment rental items outside of our normal store hours please call 231-740-5622