



## **REDFISH RENTALS, INC. (herein referred to as "Redfish") STATEMENT OF POLICY**

### **1. Rental Rates**

Rental rates are based on eight (8) hours daily, fifty-six (56) hours weekly, and two hundred twenty-four hours (224) monthly. All monthly billings/periodic invoices are calculated and invoiced on a twenty-eight (28) day cycle. Overtime charges may be assessed. The Rental Term begins at the contract opening time and ends upon return of equipment.

### **2. Delivery and Pickup**

Redfish will provide Customer delivery and pick-up to any dock or location within a 25-mile radius of the servicing Redfish location on our delivery vehicle for a minimum \$25.00 each direction. Rates will increase based on load size, permits, additional distance or special handling requirements. Standby time exceeding one hour will be charged at \$50.00 per hour.

### **3. Rental Recapture**

Redfish will consider a minimum of 75% of one-month rental charges to apply toward the subsequent purchase of any equipment that Customer may wish to purchase that has been on rent for a period of not less than 6 months. Equipment purchase requests will be taken into consideration on an individual basis.

### **4. Fuel Charges**

Redfish sends out all equipment fully fueled regardless of tank capacity. A fuel charge will apply for all equipment having a fuel tank capacity of 5 gallons or more in the event equipment has been returned with less than a full tank.

### **5. Swap Out Policy**

In the event of an equipment failure, Redfish will swap out or exchange any equipment delivered to Customer without additional charges, provided equipment failure is not due to abuse or neglect. Equipment that is being exchanged and is returned to Redfish within 48 hours will not be separately charged, unless the failure of this equipment is due to operator abuse or neglect.

### **6. Repair Policy**

In the event equipment is returned damaged due to abuse or neglect, Redfish will charge Customer as follows:

Labor: \$90.00 / hour straight time

Labor: \$125.00 / hour over time



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**(cont'd)**

### **7. Off Rent Policy**

Redfish will honor the date and time of notification from Customer, that equipment is at their dock/yard and is available for pick up during normal business hours. The rent will be stopped at the time the call was received as long as the equipment is available for pick up when we arrive. The "Off Rent Number" from our inside sales staff should be requested and recorded by your personnel for each call.

Responsibility for loss, damage or theft remains with Customer until equipment is properly loaded on a Redfish delivery vehicle or returned to our facility. Equipment returned to our location or picked up by Redfish personnel, will be subjected to a thorough inspection for damages, missing items and operation before the final invoice is issued.

Equipment returned excessively dirty may include a cleaning charge.

### **8. Equipment Responsibility**

Unless previously negotiated under an alternative with Redfish prior to the commencement of the rental, the Customer is responsible for any necessary maintenance on equipment while it is in their care. Redfish sells all parts and supplies necessary to perform required maintenance.

The renter shall not in any way tamper with or alter any equipment. Renter must contact Redfish personnel for any requests out of the normal operation of equipment before doing so.

### **9. Additional Needs Consideration**

Redfish will consider any request from Customer for equipment not currently in Redfish's fleet that would be highly utilized by the Customer if acquired by Redfish. Consideration will be given to Customer's brand preference based on reliability and economics.

### **10. Operations Hours**

Redfish provides service 24-hours a day 7 days a week. Normal hours of operation are 7 a.m. to 5 p.m. Monday through Friday.

Note: Rental rates are subject to change