

Time Rental Loss Damage Waiver Q & A

Q: What is the LDW?

A: The LDW product is a way for customers to limit the potential losses when renting tools and equipment. It is a 15% charge on all rental items.

Q: Is this a 15% price increase?

A: No. Customers can freely opt out of the LDW at the point of rental as long as they provide coverage and proof of insurance that covers the full replacement cost of the machine or machines being rented. Customers who Opt-Out run the risk of being assessed a repair bill, including parts, labor, freight and accrued lost rent.

Q: How does it work?

A: Where incidental or accidental damages occur, the customer is responsible for 10% of the cost of the repairs.

Q: Is the LDW mandatory?

A: No. The LDW is not mandatory, however if it is waived proper proof of insurance coverage equal to or exceeding the equipment being rented is required. The Insurance Requirements form found on our website can be sent directly to your insurance provider.

Q: Is the LDW insurance?

A: No, the LDW is not insurance. It is a contractual modification to the rental agreement. It limits the customer's liability when damages occur to rental equipment. Simply, the LDW partially covers damage to rental equipment that results during normal equipment use.

Q: How is the LDW different from insurance?

A: The LDW may be separate from, or may work in conjunction with, your business insurance. The LDW does not cover:

- Equipment not being used for the purpose it was designed
- Misuse, abuse, or intentional damage
- Damage to tracks, tires, or tubes of any kind
- Normal wear and tear (Time Rental covers this already)
- Loss/Disappearance

Q: What is at risk if I opt out of the LDW?

A: All customers must read and acknowledge the rental agreement found within the rental contract. Pursuant to this agreement, the customer is liable for returning the tool in the condition it was rented in. If damage occurs, the customer must pay for the parts, labor, freight, and lost rent accrued while the tool is being fixed.

Q: I thought damage was included in the price of the rental?

A: Like with a car rental, damage is not included in the rental rates.