



FREQUENTLY ASKED QUESTIONS

We have included some of the questions our staff are most frequently asked. This list is not intended to be exhaustive, so, if you have questions that aren't answered here, please don't hesitate to ask.

What are your hours of operation?

Our hours of operation vary by location. Please refer to the **directions and hours** link on the website for current operating hours.

What is required to rent equipment?

You will be asked for your name, address, phone number, e-mail address, a valid driver's license or other government issued photo identification, and a major credit card. If you do not have a major credit card, a cash deposit equal to the replacement cost of the equipment will be collected. The cash deposit will be refunded upon timely return of all products in the same condition as received.

What happens if items are damaged or lost?

Responsibility for equipment remains with the customer from time of receipt until time of return. Please be sure equipment is secured when not in use and protected from the weather at all times. The customer will be charged the replacement cost for damaged or missing items, including boxes, crates, and carts.

Do you charge for delivery and pick-up?

Yes there is a charge for delivery and pick-up. Prices are based on type of equipment being delivered and distance travelled.

Can I pick up my rental items?

Yes. If you plan to pick up the items yourself, please be sure that all items will fit safely inside your vehicle.

How much does it cost to rent a piece of equipment?

Equipment rental rates are listed on our website for each piece of equipment.

How long can I rent equipment?

We offer daily, weekly, and monthly rentals on most equipment.

Do you take deposits for equipment rentals?

Yes, we do take deposits for all rentals for non account holding customers. Deposits can be applied to your total charges when the equipment is returned.

Can I make a reservation for equipment?

Absolutely, call your local store to check equipment availability and make a reservation. The one exception is lawn and garden equipment; due to high demand, and changing needs, are available on a first-come-first-served basis.

What options do renters have when transporting heavy equipment?

Most of our equipment can be towed behind a half ton truck or equivalent sports utility vehicle with an appropriately sized and rated ball and hitch, though some machines require a three-quarter ton truck or sports utility vehicle.

Do I need to put fuel in the equipment before returning it?

The equipment must be returned with the same amount of fuel it had before the rental, similar to a rental car.

Does the equipment need to be cleaned before being returned?

Yes, you are responsible for returning the equipment clean.

Do you need to return rental equipment to the same store or can it be returned to any location?

Rental equipment must be returned to the same store it was rented from.

Where can I get an operator's manual?

Operations manuals are either provided with the equipment at time of pick up or delivery or available on the website.

RENTAL POLICIES

DEPOSITS

Deposits vary depending on rental item; some require cleaning deposits, some fuel deposits. Check with local store for deposit details.

IDENTIFICATION

We require a valid driver's license, and a major credit card. Customers who do not live in our general rental area will also be asked to leave a security deposit. This deposit amount will vary depending on the item being rented.

RENTAL PAYMENTS

All rentals are paid in advance unless you have an established account or different arrangements are made prior to your rental period. We encourage our commercial customers to open a Select Equipment Rentals charge account.

RESERVATIONS

Rental items can be reserved by giving us a phone call, or stopping by one of our five convenient locations. There is no charge to reserve your rental items; however, if you need to cancel or change your reservation let us know so we can release the equipment for rent to other customers. Reservations are recommended, especially on weekends, holidays and other busy times.

STANDARD RENTAL RATES

Minimum Rate	- Varies from 4 hours to 4 weeks depending on equipment.
Day Rate	- 24 consecutive hours.
Week Rate	- 7 consecutive days.
4 Week Rate	- 4 consecutive weeks.

Note: All standard rental rates are based on not exceeding 8 hours of use per day, 40 hours of use per week or 160 hours of use per 4-week period. Additional usage will be charged accordingly on metered rental equipment, check with store for details.

OVERNIGHT RENTAL RATES DURING THE WEEK

Pickup after 3:00pm and return by 9:00am the next morning, 4-hour rental charge.

WEEKEND RENTAL RATES

1. Pick-up	Friday after 3:00pm and	Return Monday by 9:00am, 2-day rental charge.
2. Pick-up	Saturday before 1:00pm	Return Monday by 9:00am, 1-day rental charge.

FUEL

Some rental equipment runs on gasoline while others use diesel fuel. It is important for the customer to be aware of the equipment's fuel type at time of rental. Equipment requiring fuel will be full at the time of rental. Smaller equipment is rented with a flat fuel charge and it is not required to be refueled before returning. On larger rental equipment we require a fuel deposit and you will be charged for actual gallons used when equipment is returned. Since there is such a wide range of fuel consumption on rental equipment you will have to check each piece individually for the specific fuel deposit.

DELIVERY

Delivery and pick-up is available with reasonable rates. Please call for the charge to your specific location. Deliveries and pick-ups must be scheduled in advance; however, we will make every effort to accommodate deliveries with short notice. If you prefer, you may pick-up and return rental items from one of our five convenient locations.

EQUIPMENT OPERATION

If you ever have questions about the proper operation of any rental item, please don't hesitate to call. Our rental staff will help resolve any of your questions and concerns over the phone. Our rental equipment is maintained to the highest standards; however, occasionally you may encounter difficulties even when proper procedures are followed. In the rare case where the problem cannot be solved over the phone, we will do everything possible including providing substitute equipment for you to complete your project. Select Equipment Rental is committed to provide the best equipment possible along with the highest level of customer service throughout your entire project.

TRAILERS & TOWING

Trailer towing capacities are restricted according to the size of the vehicle towing the trailer. Vehicles towing trailers must be sized properly. If you are not comfortable towing a trailer, we always have delivery available with reasonable rates.