



## RENTAL PROCEDURES & AGREEMENT

**Thank you for your interest in Hollywood Studio Rentals.** We look forward to adding you to the list of thousands of happy and satisfied customers that have worked with us over our fifteen years in business. This Agreement contains valuable information regarding rentals from us. Please read and sign this Agreement and return it to us. If you have and questions please contact any of our rental associates or e-mail us with your question(s).

**Paperwork Required** Please read and sign your understanding of these **Rental Procedures & Agreement** page and attach your Certificate of Insurance and/or the Credit Card Authorization Form. We ask that you review and affirm this agreement with your signature at the bottom of this page.

**Procedures & Agreement** Return this page to your rental technician before your first rental. An order is not considered confirmed until these forms are completed and returned to us even if the reservation has been taken.

**Payments and Terms** All rental orders are COD or pre-paid prior to the equipment being rented to you for your use. Net accounts may have different terms and limits. If you have been granted a pay-on-return (P.O.R.) for a particular order, the P.O.R. payment must be by **cash or check**.

**Insurance Required** In the event the replacement value of your order is \$7500.00 or more, a **Certificate of Insurance** naming Hollywood Studio Rentals as **Loss Payee/Additional Insured** is required to rent equipment. The Certificate of Insurance must be acceptable to Hollywood Studio Rentals and a deposit will be required in the amount of the **Deductible** as indicated by the Certificate.

If you do not have insurance, you will be limited in the type and quantity of equipment you can rent. An amount equal to the retail value of the equipment plus tax can be posted up to any amount to secure the rental. The deposit amount may only be made by cash or check (no credit cards). The check will be deposited in the normal way and when cleared by the bank, and if all is in good order, we will issue you an HSR company check which is immediately negotiable. Any losses or damage will be deducted from this refunded amount. If insurance is required, coverage must include a "Loss of Use" provision that would cover any time a damaged unit is in for service. You affirm that his coverage exists even if you do not provide evidence of insurance. If insured or uninsured, renter understands the a damaged rental item remains on rental until such time as it is serviced and returned to us for normal rental purposes. We have no control over how long a servicer may take to repair a given item. You are liable for that time under standard un-discounted billing terms. **Equipment not returned and lost by the customer under a suspicious circumstance and where no police department report has been made will be considered stolen by the renter and a theft report and complaint, along with any additional civil and criminal complaints will be immediately preferred to Police and District Attorney's office for prosecution to the fullest extent provided by law.**

**Renter's Responsibilities** Rental equipment being issued to you has been thoroughly inspected and tested to ensure perfect operation. It is the renter's responsibility to inspect, review and test the equipment and to guarantee completeness of the rental order **prior to it leaving the store**. We will gladly attach any equipment you bring with you to demonstrate our equipment as a working system. We highly encourage you to take advantage of this offer. You may come in prior to picking up the order to do this. Further that you understand the operation of the equipment and agree to use it in a professional, legal and safe way. In the event of a suspected equipment failure the renter is **required under this agreement to contact us immediately and without exception 24 hours a day, seven days per week to 818-526-0101 to report the suspected failure** or to leave a message on our answering system with a method to contact you. Failure to do so invalidates any and all claims of failure upon return of the rental as HSR would be deprived of any opportunity to implement a corrective procedure.

**Assumption of Operation** Whether or not you choose to test the equipment at the store, the equipment is deemed to be in perfect operating order, suitable and complete in every regard. You are responsible for every device and element of the rental including every part or manual, as well as its functionality and completeness. You will be charged for lost or missing parts, excess use or wear, strangulated cables, dirt, mud, sand, moisture or similar upon return. Your obligation ends only after the order has been checked in and confirmed perfect, complete and in the same condition as it was rented by our technician and you have been given a return receipt show all is well and correct. The exception to this is if damage or missing parts undiscovered at the time of check-in is subsequently uncovered. The damage or missing parts will be noted and the renter will be contacted in a timely fashion and advised of same. Note that this may not be immediate depending on the frequency a particular item is rented and the discovery is made.

**Pick-up and Return Times** Generally, equipment pick-up's begin at 3:00 PM prior to the use day and must be returned by 10:00 AM the day after use to avoid being billed for another day. Prior arrangements can be made for different times but must appear on the invoice as noted by our technician. After hours and late-stay-opens are sometimes available at extra cost. For the benefit of other renters, keep us advise in late returns or carry-over orders.

**Net Accounts** Accounts which are subject to net billing terms must have a valid Credit Card Authorization form on file with us. In the event a net terms payment is not received by us on or before the 31<sup>st</sup> day after the rental has been received by the renter the credit card on file will be charged for that rental. The paid invoice will be sent to the renter by US mail.

**Cancellations** A minimum of **24 hours** notice must be given if you are to cancel your scheduled rental order. You will be charged a minimum of 50% up to a maximum of 100% of the rental fee depending on the equipment reserved and not picked up. Equipment we sub-rented for your order (from another dealer) that we do not own is billed at 100%. The credit card you have on file will used for that purpose. By signing this Agreement you are aware that you will be charged even if you do not pick-up your order and agree to this policy and paying the cancellation fee.

X \_\_\_\_\_ Dated \_\_\_\_\_

*I have read, understand and agree to be legally bound by the Rental Procedures and Agreement as shown above.*