

Booking a Hire

How to Hire

You can book a hire via our website or over the telephone by calling the Hire Team on **0800 808 9600**. Hires must be booked and paid for in advance using a debit or credit card. We don't accept cash on delivery, and we don't take bookings/payments in store.

Identification

You will require 2 forms of ID to hire from us:

- Government issued photographic ID - such as a passport or driving licence. This must be in-date and shown to the delivery driver upon delivery (or in-store if you are collecting from us).
- Proof of address - such as a utility bill or bank statement. This must match the invoice address submitted **during the booking process**. It must be dated within the last 3 months.

If the ID is not correct, then we won't be able to hand over the item and a 'failed delivery fee' will be applied.

Damage Waiver

We charge a small Damage Waiver fee to cover you against accidental damage to the equipment whilst you have it on hire. This means that you do not need to pay large deposits for small tools and equipment. Damage Waiver **does not** cover you against damage caused by misuse, or loss, theft and cleaning. Damage Waiver is non-refundable. For larger equipment, such as diggers and scissor lifts, we will require insurance and a deposit instead of a Damage Waiver fee.

Deposits

Most of our smaller tools and equipment **do not** require a deposit to be paid. Larger machines, such as diggers and scissor lifts, **will** require a deposit. Upon safe return and successful inspection of the equipment we refund the deposit in full.

Insurance

Most of our smaller tools and equipment **do not** require insurance to be paid, as we charge a Damage Waiver fee (see above). Larger machines, such as diggers and scissor lifts, **will** require 'Hired-In Plant Insurance'. Many businesses will already have this type of insurance, but if your business does not have this then we can help you to obtain it via our insurance broker partner. If you are hiring as an individual and not a business, we can still help you to obtain short-term 'Hired-In Plant Insurance' so that you can hire out equipment that is usually only available to business customers.

Cleaning

We request that equipment is returned in the same condition that it was in at the start of the hire. If any equipment requires cleaning upon return, we will charge a cleaning fee. We run a fair and reasonable policy on cleaning; we simply ask that issues such as paint on scaffold towers or cement left in mixers is removed before the equipment is returned to us.

Refuelling

From 1st April 2022, most industries will no longer be permitted to use red diesel. Customers must not use red diesel to fuel hired equipment, even if they work in a permitted industry. Misfuelling of hired equipment will incur a tank drainage and fuel disposal charge.

Date Changes

If you need to change the dates of your hire and you have taken out cancellation cover, you can do so without incurring any fees or charges as long as you confirm the changes with our hire team via telephone prior to 24 hours before the start date of the hire. If cancellation cover has not been taken out, date changes will not be accepted.

Cancellations

Cancelled orders will incur a cancellation fee which is equal to the full hire cost unless cancellation cover was taken out at the time of booking.

Delivery & Collection

We Deliver

If you have paid for our transport service, we will aim to deliver the equipment to you between 8am and 5pm on the first day of your hire. We require the person named on the order to be at the property to accept delivery and that person must have the correct ID (see the ID section above).

If the person named on the order will not be on site for delivery, you can nominate a 'site contact' to accept and sign for the delivery. We will need the site contact's full name & contact details in advance, and they will be required to present their identification upon handover.

If you require the equipment to be on site first thing in the morning, we recommend you select an earlier start date, and have it delivered the day before you require it - as we cannot guarantee delivery time slots. Another option would be to opt for our 'Click & Collect' service and collect the equipment from your local store when the store opens.

Our drivers usually attempt to give you a courtesy phone call ahead of delivery, **however this is not guaranteed**, and all other precautions should be observed to allow for delivery to happen smoothly.

If we can't deliver due to access issues, the person on the order not being present, or ID not being available / correct, then we will be unable to leave the equipment and a 'failed delivery fee' will be charged.

We do not recommend booking any tradesmen, services or supplies reliant on the hired equipment until a successful delivery has taken place. We will not be held liable for any out of pocket expenses as a result of tradesmen, supplies or services being booked or cancelled.

We Collect

If you have paid for our transport service, we will aim to collect the equipment from you between 8am and 5pm on the end date of your hire (or within a maximum of 5 days after the end date). It is important that you read the below points about collections to make sure everything runs smoothly:

1. Please make sure that the equipment is ready to be collected and is not still in use. It must be easily accessible for our driver to collect.
2. The equipment must be clean and complete with all parts, exactly how it was when it was delivered (or there will be additional charges).
3. Unless you have told us in advance about a secure collection location that we can easily access in your absence, someone will need to be at the property to hand over the equipment. If we are unable to collect the equipment upon arrival at your premises, we will charge a 'failed

collection fee' of £150% of the delivery fee (+VAT) and the equipment will remain on-hire until another collection can be arranged. Equipment that remains on-hire will incur further hire costs.

Our drivers usually attempt to call you ahead of collection, **however this is not guaranteed**, and all other precautions should be observed to allow for collection to happen smoothly.

Click & Collect

Collect from Store

We offer our 'Click & Collect' service from over 400 stores nationwide. Due to our large catalogue and network of stores we cannot offer all equipment from all stores. If you need to check which store you can collect a certain item from, you can do this from the product page on the website.

Alternatively, you can call our Hire Team on **0800 808 9600** and they can check which locations hold the equipment that you wish to hire, and they will be able to reserve it for you!

Return to Store

If you are returning the equipment to one of our stores yourself, then you must do so within the store opening hours on the correct day. The equipment must be clean and complete with all parts, exactly how it was when you collected it (or there will be additional charges). Unless you have told us in advance that you wish to extend the hire, the equipment will remain on-hire until it is returned to store. Equipment that remains on-hire will incur further hire costs.

Hire Extensions

If you would like to extend your hire, please confirm the extension with our hire team via telephone on **0800 808 9600** before 4pm on the day before your hire is due to end.

Hire Extensions must be paid in full when you call to extend the hire. The extension is not confirmed until payment has been made. If an extension is not confirmed, an automatic off-hire will take place.

If a hire has not been extended and the equipment is still in use or not ready for collection when we arrive at your premises, or the equipment is not returned by yourself to store at the end of the hire period, then the equipment will be put back on-hire (charged at the Weekly rate) and a 'failed collection fee' will apply.

Unused Consumables

Unused consumables are non-returnable and non-refundable. It is important to satisfy yourself that you have purchased the correct type and quantity of consumables for your job. Please do not return unused consumables to store or hand back to delivery drivers.