



Lifting Gear Hire

Lifting Equipment Rental Specialists

www.lgh-usa.com

National Rental Center

9925 South Industrial Drive, Bridgeview, IL 60455

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Policy and Procedures

1. All orders require a P.O.#.
2. All rentals are 1 week minimum.
3. Monthly rates are for 28 days.
4. Daily rates are 1/7 of the weekly rates.
5. LGH offers discounts based upon duration of rental - determined when order is initially placed.
6. Rentals start the day after shipment if shipped by a common carrier such as UPS or FedEx.
LGH would prefer to ship equipment collect.
If it is necessary to be shipped prepaid, a charge will be added to the freight invoice.
7. For customer pick up, rentals start the day of pick up.
8. For local delivery by LGH, rates are determined depending upon distance of delivery site from the LGH warehouse from where the equipment will be delivered.
9. Rental stops when customer contacts LGH to terminate the rental and receives an off-rental release number.
LGH would prefer for a customer to return equipment prepaid.
If it is required and requested for LGH to pre-pay for the customer's freight, a charge will be added to the customer's freight bill for this service.
10. Test certificates are available upon request.
11. Any damaged rental equipment will be evaluated.
The customer will be notified via a damage report outlining the damage and cost.
If no response is received within 7 days an invoice will be issued for the repairs.
12. Any lost equipment will be charged at replacement cost, and in addition, all rental fees accrued to date must be paid in full.
13. CANCELLATION FEE: A 30% of the rental or sale value of the order that had been prepared for delivery or pick-up will be the fee for cancelling the order. Any material purchased for completion of an order will be invoiced in full.
14. It is our corporate policy to make every effort possible to replace or repair any inoperable equipment as quickly as possible. If determined to be the fault of the user, all cost for the replacement or repair will be invoiced to the customer.
15. Transaction taxes on rental equipment will be charged according to the rules of all governments and municipalities in your area.
16. If you feel your order is tax exempt, proof of tax exemptions are required.
Please submit via fax to (708) 598-4778 in order to avoid being charged tax.