

Vision Technical Group

General Rental Policies

Vision Technical Group, also known as VTG, is pleased to be able to assist and serve you in all your rental equipment needs. Please take a few moments to review our rental policy. Should you have any questions or concerns, please do not hesitate to give our office a call, someone would be glad to assist you.

(610) 495-8050

Payment:

- All rentals are payable in full at the time of pick up unless a **Customer Credit Account** has been established and is in good standing.
- Rentals may be paid by means of :
 - 1) **Cash**
 - 2) **Credit Card; Visa / Master Card / American Express**
 - 3) **Business Check and/or Personal Check;** must have a **Valid Driver's License**
 - 4) Out of State Checks must be backed by a **Credit Card**
- All **New Customer Credit Accounts** will be billed on a **First Time Net 15 Basis**. Should the customer comply, all future rentals will be billed on a **Net 30 Basis**.
- Payments that exceed beyond 30 days will be subject to permanent removal of any applied discounts unless otherwise approved by our accounting department. Customers who do not pay within the Net30 Basis will be responsible for paying the full price, non-discounted total of the rental.
- Pennsylvania Sales Tax (6 %) will be applied to all in-state rentals unless a **Current Pennsylvania Tax Exemption Form** is presented and/or on file at the time of the rental issue.

Security Deposit:

- A **Credit Card Authorization Form** is required as a security deposit for all non-account customers and/or first time customers before the release of any equipment. This form must be in the lessee's name unless lessee is a Business and/or an Institution. Credit card must be a true credit card and not an **ATM Debit Card**. We reserve the right to refuse credit cards not in the name of the lessee.
- Phone orders will require a blank form to be faxed to the lessee for a signature prior to having credit card info applied; naturally this is done for the lessee's protection.

Certificate of Insurance:

- All rental customers must provide **Proof of Liability** by means of a **Current Certificate of Insurance**. Vision Technical Group must be listed as **Additional Insured** and **Loss Payee** as the certificate holder.

- Should proof of insurance be impossibility, an **Additional 10%** of the total equipment cost will be added to the Rental Contract.

Purchase Orders:

- Purchase orders will be billed on a Net 30 basis for all established customer accounts.
- Purchase orders will be accepted from non-account customers as long as a Credit Card Authorization Form has been completed and approved, which will be held until an account has been established. Failure to establish an account will lead to an immediate charge on the lessee's credit card.
- All **Verbal** purchase orders must be backed by a **Hard Copy** purchase order within **Two Business Days** (48 hours) of acceptance. A copy of this purchase order must be faxed to our office.

Rental Rates & Time Periods:

Example 1

- Rental rates are based on a **One Week** time frame. Weeks two and three provide a **20% Discount** off the base price. Weeks four and five provide a **30% Discount** off the base price. Week six and out provide a **35% Discount** off the base price.

Example 2

- Rental rates are based on a **Three, Four, and Five Day Week**. *Examples:* A One Day Rental is considered a Three Day Rental; pick up on Monday, use it on Tuesday, return it on Wednesday. A **Week End** rental is also considered a Three Day Rental: pick up on Friday and return on Monday. A Five Day Rental constitutes a Monday to Monday time frame or a Thursday to Thursday time frame etc.

Example 3

- Rental rates are based on a **One Week** time frame. Discounts are given depending on the amount of equipment taken, length of time the rental is out, and amount of business done with VTG.
- All rentals are due back by **4:00PM** on the **Designated Date** on the rental contract. Failure to adhere to the set time and date will incur additional charges unless arrangements have been made in advance.
- Should you require your rental equipment longer e.g. "My show has been held over" or "Bad weather has caused us to postpone to next week" or "We sold out so quickly we added more shows" a **Rental Extension** may be in order. Please call our rental department to make arrangements.

Equipment:

- All out going rental equipment has been bench tested and inspected by one of our *Shop Technicians*. Orders receive our tag team system, a prep technician puts your order together while a load-out technician double checks all counts and looks for any oversights.
- You have the right to inspect, demo and/or fire-up any piece of equipment prior to leaving our shop.

- Equipment Manuals are available to provide you with the correct operational instructions for said equipment and are subject to a replacement cost if not returned.
- We make every possible effort to insure that all equipment leaving our shop is in good working order. We remind you that all equipment whether it be mechanical or electronic, is prone to a problem every now and then. In the event of equipment malfunction we will make every reasonable effort to correct the problem.

Loss and/or Damaged Equipment:

- Lost or damaged (beyond repair) equipment will be charged at full replacement cost.
- Damaged equipment subject to repair will be charged the following rates:
 - 1) Shop Technician Rate **\$40.00 per hour**
 - 2) Service Technician Rate **\$60.00 per hour**
 - 3) All parts at full replacement cost
 - 4) Shipping charges on any parts not in stock

Equipment Quotes and Reservations:

- All equipment is subject to availability.
- Quotations are **NOT Reservations** to hold your equipment. A quotation is just that, a quote for the cost of the equipment for a said rental period.
- A **Signed Quotation** is needed to **Confirm** your order. Quotations will be faxed or emailed for the lessee's signature and then returned to VTG.
- **Verbal Orders** will only be accepted at the discretion of VTG.
- For certain types of orders or certain time periods for equipment, a **Deposit** may be required to process your order or to hold a particular piece of equipment.
- Rush orders may be subject to **Additional Surcharges**.

Hours and Delivery and Pickup:

- Although our motto is "*We're Never Closed*" we do try to keep regular business hours.

Monday through Friday 9:00 AM to 5:00 PM
Closed Saturdays and **Sundays** along with all **Major Holidays**

- Pickups and/or Returns of equipment may be scheduled during off hours as long as prior arrangements have been made.

- For after hour use we do provide **Emergency Phone Numbers** for you convenience. These numbers are available by accessing our main number after hours. We do understand that your show is the most important show happening, but please be considerate and you these numbers at your proper discretion.
- VTG does provide a **Delivery and Pickup Service** at which **Additional Charges** would apply. The exact amount would be determined by:
 - 1) The size of the order
 - 2) The distanced traveled
 - 3) Type of vehicle used, Truck, Van, etc...
 - 4) Times of delivery, on or off hours
- Installation of rental equipment by one of our skilled technicians is an option at an additional charge. We would be glad to demo and instruct you in the proper usage of all said equipment.

Additional Services:

Did you know that Vision Technical Group is also a ***Complete Production Service Company*** for all your production needs. We pride our self in a “*One stop shop facility*” that can take your event from start to finish with just one phone call. *Lighting, Audio, Staging*, whatever your needs maybe including *Repairs* to your system or equipment, *Consultation* on a lighting or audio package, or just a phone call for some *Technical* advice.

Thank you for taking the time to read this document over and once again, should you have any questions Or concerns please do not hesitate to call. And remember... “***We Never Close.***”

Rental Department Staff
Vision Technical Group
(610) 495-8050