

Thank you for your interest in bare renting equipment from The ALL Family of Companies. When you rent equipment from us, just as when you rent or lease any other type of property or equipment, you must agree to certain terms and conditions.

We assure you that our bare rental agreement contains the same industry standard terms found in the rental agreements of other equipment rental companies. All rental agreements contain standard language to protect both the lessor and the lessee against risks associated with the operation of the equipment and maintaining it on their premises or jobsite. You should never enter into any rental agreement without knowing your legal responsibilities and the risks associated therewith. Although signing a bare rental agreement is necessary, we think it should never be confusing or a difficult process.

In this brochure you'll find the answers to the most commonly asked questions about ALL's bare rental agreement. Please contact us if any of your questions are not answered here.



Toll Free (800) 232-4100
www.allcrane.com

Branch locations throughout the US and Canada.
<http://www.allcrane.com/LocationsList.aspx>

Your Questions Answered

About Bare Rental Agreements with the ALL Family of Companies.





Q: Why does ALL have a bare rental agreement when other crane rental companies do not?

A: Every crane rental

company requires some type of agreement for bare rentals. Even when you think you're just signing a "delivery form" from another rental company, you can be sure it contains standard rental terms and conditions in small print somewhere on the form. It may also reference another document where they may be found, such as a website.

Q: Why does the agreement have to be signed in advance? Can't I have someone on the jobsite sign for the delivery?

A: Remember, a rental agreement is a legal document requiring you to undertake certain responsibilities and to assume certain risks for damage or loss to the equipment you rent. Therefore, we want to ensure that an authorized person has had sufficient time to read and understand our contract terms and sign the agreement. In addition, once the agreement is signed, future equipment rentals become a quicker and much easier process. Keep in mind that those "delivery forms" that some rental companies provide also contain similar legal terms, often in small print and on the back. Therefore, your on-site personnel are not just providing a delivery signature; they are obligating you to a legally binding agreement.

Q: Why do I need to sign a rental agreement for bare equipment rental? It's too much trouble and I already have the required insurance in place.

A: Everyone wants and needs to be protected from unforeseen costs, so it is in your best interest to make sure you have a written rental agreement with any crane rental company, including the ALL Family of Companies. And it is in ALL's best interest to be up front and transparent in our bare rental process. You deserve and will always receive straight answers from ALL. Moreover, we need to make sure that our customers are credit-worthy and have proper insurance, just as you would do with your own customers. The time you spend reading and signing the agreement will be well worth your peace of mind.

Q: Okay, I see that a bare rental agreement is a good idea. How do I get started?

A: Here's how our simple process works: The first time you call for a bare rental, the ALL dispatcher or sales representative will request information about your company and will also discuss the type of equipment you need and rental rates. We will then forward our new customer welcome package to you, which includes the rental agreement, a credit application, and a summary of our insurance requirements. Any of our staff in our legal, credit, and sales departments are available to answer any questions you have regarding this process. We will then begin arrangements for equipment delivery to your jobsite.

That's it! You only have to sign the rental agreement once—then you become a registered customer with The ALL Family of Companies. The next time you need a bare rental from us, just call. You can expect that we will respond to your equipment rental needs quickly and efficiently.

Q: I want to do the right thing and need the crane, but I may not have enough insurance. Now what?

A: If you have no or inadequate physical damage insurance on the equipment, you may qualify for our Physical Damage Waiver Program for a daily fee (based on the value of the crane). Under the program, in the event of any loss or damage to the equipment, you are responsible for the insurance deductible only, and ALL agrees to waive its right to recover from you for the cost to repair or replace the remaining loss or damage. Please notify us if you would like to obtain more information about this program.

Q: If I sign a bare rental agreement with one ALL branch or company, is the same agreement in force if I need to rent from another ALL branch?

A: Once signed, your agreement is good at any ALL branch in the United States and Canada. We would be happy to provide you with a list of ALL's locations.

Q: What am I responsible for by signing the agreement?

A: The details will be clearly stated in your bare rental agreement. However, here is a quick summary of some of your responsibilities: You



are responsible for having or acquiring risk insurance that covers the equipment throughout the duration of the rental; preparing the jobsite for the equipment; providing competent and trained personnel to operate and direct the equipment; providing daily or other periodic maintenance of the equipment as described in the equipment manufacturer's manual(s); and returning the equipment in the same good working condition in which you received it (less ordinary wear and tear).

Q: Is service and maintenance part of the lease agreement?

A: ALL is a full service crane company, and our extensive, technologically up-to-date fleet of equipment is our biggest asset. We take pride in maintaining our fleet in optimal condition, so you can trust the equipment that arrives on your site will be in good working order. During the rental term, you are responsible for performing daily and periodic maintenance on the equipment, including inspections and maintenance of fuel and oil levels, greasing, filters, wire rope, etc., in accordance with the manufacturer's specifications. Should you choose ALL to perform any required service, we have a fleet of service trucks available 24/7, from any ALL branch.

Our philosophy is that service is everything. It's that simple. Whether you're renting a crane or buying a television, you won't go back to the company if you aren't happy with the service. Our goal is to make you—and every customer—satisfied with their ALL experience.

Q: How is "ordinary" wear and tear defined? When does it qualify as "excessive" wear and tear?

A: The agreement does not make the customer responsible for ordinary wear and tear, which constitutes normal wearing out or deterioration of an equipment component part caused by normal use in accordance with the manufacturer's instructions and specifications.

However, you will be responsible for the cost of repairs or parts that are due to excessive wear and tear and/or other damage for which you have agreed to be responsible under the terms of the agreement. Excessive wear and tear includes damage caused by misuse, abuse, or neglect of the equipment, or improper or unsafe maintenance and/or operation.

