



QUALITY EQUIPMENT. SUPERIOR SERVICE.

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FREQUENTLY ASKED QUESTIONS

What are your store hours?

Our regular store hours are as follows;
Monday - Friday 7:00am - 5:00pm.
Saturday 7:00am - 12:00pm
Sunday - Closed

What is needed to rent equipment?

In order to rent equipment, you will need a valid Texas Driver License, a job address, two or more valid phone numbers and a form of payment. Some equipment requires a deposit that can be a Visa Card, MasterCard, Discover, American Express or cash. We do not accept checks for deposits.

What forms of identification do you accept?

A valid Texas driver's license is required for all rentals. Additionally, a Credit card or current utility bill may be required as a second form of identification.

How is payment made on the rental equipment?

Payment is required at the time the rental item is picked up. Payment or Deposit by credit card or cash is required on all rentals with a deposit equal to or exceeding the estimated rental charges (excluding open account customers). Some equipment requires credit card deposit only. We accept Cash, Visa, Master Card, Discover, and American Express. No personal checks accepted.

When are deposits needed? Deposits are required on some equipment rented and are refunded when equipment is returned in good working condition. We also require a fuel deposit on any equipment that requires more than 1 gallon of fuel.

What is Damage Waiver?

Our Damage Waiver Plan is offered as an option on rental contracts at a rate of 12 percent of the rental amount. With acceptance of the Damage Waiver Plan customers will receive accidental damage coverage. The Damage Waiver Plan covers accidental damage only, no misuse, abuse, loss, theft, equipment rollover, or flat tires.

Can I reserve equipment in advance?

We are happy to reserve any available item 24 hours in advance, Monday – Friday only. For all Saturday rentals, we are able to hold a reservation until 9:00 AM. After 9:00 AM reservations are rented on a first come, first served basis.

Do you offer special rental rates?

Equipment rented out Saturday and returned the following Monday by 9:00 am will be charged a one-day rate only. Equipment returned after 9:00 am will be charged for the additional time.

Do you offer Billing Accounts?

Yes, we do. Once you have established a working relationship with us you may apply for a charge account by filling out a credit application. Our staff will work with you on setting up guidelines and cycles for your specific account. For more detailed information, please speak with our billing office at (713) 667-5651.

What if I rent an item the day before a Holiday?

We do have designated holidays throughout the year when our store will be closed. Equipment that should have been returned on a holiday may be returned the next day we are open. Please call for the holiday rates.

When does my rental Time Start?

Your rental rate starts from the loading of the rental item. All equipment with hour meters have rental rates that include 8 hours of running time in a 24-hour period. Any meter time over the 8 hours will be charged accordingly.

4 Hour Rental = 4 consecutive Hours during Store Hours.

1 Day Rental = 24 hours with equipment and includes 8 hours of running time

7 Day Rental = 7 days with equipment and includes 40 hours of running time

4 Week Rental = 28 days with equipment and includes 160 hours of running time.

Do you offer Delivery and Pickup?

Yes, we offer fast and convenient delivery and pick-up of equipment for a fee. Rates are based on the equipment rented and the distance travelled. It is always preferable to receive ample notice, but we work with our clients to provide superior customer service and make every attempt to deliver equipment as soon as possible, please contact one of our sales representatives for a delivery quote to your location. Rental times start at equipment delivery and stop once equipment is called for pickup.

What size ball hitch do I need for trailers?

The majority of our equipment requires a 2-5/16" trailer ball. However, some of our smaller towable items take a 2" ball. Receiver hitches are needed for most large equipment rentals.

What if my equipment breaks down at the job site?

We maintain equipment in top working order and never knowingly rent a piece of equipment that is not working properly. If you have any problems with our rental equipment please call our office. Many problems, especially starting equipment, can be

resolved easily on the phone. In the case where the equipment is deemed non-operational you may return the equipment and we will exchange it for another machine and restart your rental time period.

Do I need to clean the equipment before returning?

All equipment is sent out clean and ready to use. We do not expect equipment to come back as clean as it was sent out. However, a cleaning fee may be charged for equipment returned excessively dirty or returned with paint, overspray, or any substance that cannot simply be washed off.

Do I need to return the equipment full of fuel?

Smaller equipment requiring fuel (pumps, pressure washers, landscape equipment for example) have a fuel charge already assessed for estimated fuel usage. For larger equipment requiring more than 1 gallon of fuel we give you the option to return full or we will replace the fuel used upon return and you will be charged per gallon of replacement of fuel.