



## Van-Centre Forklift & Industrial Repairs Ltd. (VCF) Rental Policy

### General Usage

#### 1. Site Movement:

- Customers must not move a forklift from one site to another without the express permission of Van-Centre Forklift & Industrial Repairs Ltd. (VCF).
- Failure to notify VCF can result in a charge ranging from \$500 to the full retail value of the rented forklift.

#### 2. Highway Restrictions:

- Customers are prohibited from driving rental equipment on motorways where vehicle insurance is required.

#### 3. Insurance Requirements:

- Customers must provide their own insurance coverage for damages, accidents, and fatalities that may arise from improper use or accidents involving the forklift.

#### 4. Damage and Repairs Notification:

- Customers must promptly inform VCF of any damages or necessary repairs.
- Normal wear and tear will not be addressed by VCF until there is availability in our schedule, the forklift comes off rent, it is causing significant operational issues, or it is deemed unsafe.
- Damages caused by improper use and abuse will be charged at 100% of the cost to the customer renting the equipment.

### Customer Responsibilities

#### 5. Safe Operation:

- Customers are responsible for the safe operation of the forklift, including ensuring compliance with all licensing and insurance regulations as stipulated by the province in which the equipment is operated.

#### 6. Insurance Coverage:

- Customers must maintain appropriate insurance coverage for the operation of the forklift.

Van-Centre Forklift & Industrial Repairs Ltd.  
209B 15846 Derwent Way  
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604-377-4782

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### Repairs and Maintenance

#### 7. Repair Prioritization:

- Accounts that are overdue or late will not receive service until the account is settled.
- If the forklift is still operational (e.g., slow operation or not holding a charge), service will be provided within 1-3 business days.
- Repairs related to hydraulic hoses or dangerous electrical issues (as determined by VCF) will be addressed as soon as possible. Customers must cease using the forklift until a safe repair or replacement can be arranged.
- No rental repairs will be performed on weekends or holidays. All repairs are attended to between 8 AM and 4 PM, Monday to Friday.
- VCF guarantees that your equipment will be operational within 3 business days after a service call is placed, or we will provide a replacement at no charge (provided the terms and conditions of accounts are met).
- For damage caused by the renting company, VCF will attempt to repair the forklift as promptly as possible. If a faster replacement is required, the renting company will be responsible for the freight costs of both forklifts to and from the facility, as well as repair costs and any other incidentals such as installing a new charger.

#### 8. Warranty and Charges:

- No repairs will be considered under warranty until a VCF technician has made a determination.
- Any repairs resulting from carelessness, misuse, or abuse will be charged to the customer in full.

By renting equipment from Van-Centre Forklift & Industrial Repairs Ltd. (VCF), customers agree to adhere to this policy and accept the terms and conditions herein.

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