

Max Equipment Rentals Loss Damage Waiver FAQ

1. What is a Loss Damage Waiver?

A Loss Damage Waiver is a program offered from Max Equipment Rentals to reduce the customers financial liability on damaged rental equipment. *This is not insurance or a warranty and it is non-refundable.*

2. How much does a Damage Waiver cost?

The fee for the damage waiver is 8% of the rental cost. *No fee is applied to delivery charges, fuel, tax or purchases.*

3. How does a Damage Waiver work?

In exchange for the Damage Waiver, customers limit their responsibility to pay major repair costs. It is the customers responsibility to contact Max Equipment Rentals with any damages of the rental equipment. If damages are found to be from neglect or misuse, the renter will be charged for the damages.

4. What does a Damage Waiver cover?

The most common covered losses include but are not limited to: theft, vandalism, collision, overturns, fire, flood, earthquake, tornados, hail and wind.

5. What does a Damage Waiver NOT cover?

The Damage Waiver does not cover the renters neglect or misuse. The customer is responsible for the damages that happen while the equipment is on rent. Improper maintenance, mechanical breakdown, wear and tear, re-rents, ingestion of foreign objects and exceeded rate load capacity are also not covered.

6. What are the benefits of having a Damage Waiver?

The benefit of having a Damage Waiver is that it protects the customer when/if there's a catastrophic problem with the machine. ***The deductible is \$1,000.***