



One Stop Hire Ltd - A Guide to Hiring Tools & Equipment

To assist our clients in ensuring they fully understand the process & responsibilities of Hiring we have put together below a guide to ensure their hire experience is a safe & successful one.

1. Safety.

Our depot staff will provide guidance in the use of any equipment hired & advise & supply if requested any PPE or ancillary items needed. Instruction leaflets are available for all our range of equipment.

Our website has a Safety section which has many guides & HSE regulatory information sheets relevant to building & construction & all are available for download & printing.

2. Terms & Conditions.

We are members of the Hire Association Europe (HAE) body which is recognised throughout our industry & we operate to the HAE standard terms & conditions of business. A copy of the terms are available on our website & in all our branches. We strongly urge our clients to read these & in particular take note of section **4.1** & section **8**. The next section covers sections 4.1 & 8.

3. Customer Protection Scheme.

Sections 4.1 & 8 require the customer to be fully responsible for any loss or damage to hired in equipment whilst it is in their possession. Many commercial & household insurance policies have inadequate or no cover for Hired in Equipment & we urge all clients to check this prior to hiring. For those who have insufficient or no cover we can offer the below waivers at a very low premium to give the client a large degree of protection.

- a) Damage Waiver – For a premium of 9.5% of the invoiced hire value we will cover the first £300.00 of any accidental damage to our equipment.
- b) Theft Cover – For a premium of 12% of the invoiced hire value we will cover up to £15,000.00 in one occurrence of any theft of our equipment. This is subject to a police crime reference & claim form being completed.
- c) We will offer both Damage & Theft waiver for a premium of 16% of the invoiced hire value.

Note – NO Excess applies to the above in a, b, or c.

4. Payment.

Credit accounts are very easy to open & credit limits will be set subject to the standard credit checking procedures used by most organisations. Our credit application form is available online & at all our branches.

Non account customers will be required to produce 2 forms of I.D (passport, driving licence, utility bill) in the branch & may be asked for a small deposit depending on the equipment hired. These records can be securely stored on our computer system for those clients who hire regularly to make repeat hires quicker & easier. All major credit/debit cards are accepted.