

WHEN DOES MY RENTAL START AND FINISH?

ENVCO rentals have a one day minimum rental period. The rental period begins on the day you specify hire and will be taken off rental once it is returned and received by ENVCO.

You are welcome to extend the duration of your rental with prior approval from ENVCO. Saturday, Sunday and Public Holidays are not rental days and will not be included on your hireage. Standard delivery time will be taken off your rental.

On a case-by-case basis, unique delivery requirements can be accommodated for. Unless otherwise arranged, failure to return your equipment by the end of the rental period will incur standard daily rental fees until the equipment is returned.

WHAT IF I DON'T USE THE EQUIPMENT FOR THE WHOLE TIME THAT I HAVE IT?

Any equipment that is not used for the duration of the rental period will still incur the charge as quoted per day of use.

HOW DO YOU CALCULATE THE RENTAL COSTS?

We offer competitive daily, weekly, and monthly rates and aim to provide the best price for your rental duration. We make an effort to pack and send the equipment as efficiently as possible to reduce costs. Rates are quoted in New Zealand Dollars (NZD), are exclusive of GST and are subject to change.

IS THE EQUIPMENT I HIRE CALIBRATED?

Prior to delivery, calibration and/or accuracy checks are performed on every instrument and separate reports are included with your rental. It is the responsibility of the Renter to ensure proper calibration during use. We can provide a recalibration service for long term rentals. In no event will ENVCO be held responsible for the validity of instrument readings.

WHAT HAPPENS IF MY RENTAL EQUIPMENT MALFUNCTIONS WHEN I'M USING IT?

If this happens, please phone ENVCO immediately. If the problem cannot be rectified easily, ENVCO will ship a replacement item (if one is available) by road freight and the malfunctioning one must be returned as soon as possible. Repairs due to general wear and regular maintenance will be conducted by ENVCO at no cost.

WHAT HAPPENS IF THE EQUIPMENT GETS DAMAGED WHEN I'M USING IT?

Please notify us immediately if any equipment is lost or damaged. Damage or loss to equipment during possession or during return delivery is the responsibility of the Renter. The Renter assumes all financial liability for loss and damage of equipment due to misuse, abuse or accident.

DO YOU OFFER TRAINING ON YOUR RENTAL EQUIPMENT?

Yes! We encourage you to ask questions and can provide an overview of how to properly maintain and use your equipment in person when you come in to pick up the gear, by phone or in an email. In some instances we can provide larger training sessions for your company at our facility or in the field. **Give us call for more information.**

HOW FAR IN ADVANCE SHOULD I BOOK THE EQUIPMENT?

As per standard procedure we typically arrange for your rental to arrive the day before use to allow for preparation and inspection. Please allow for freight time when you are booking if you want your rental shipped and we can utilize appropriate couriers. You can also pick up your rental from our Auckland facility during normal business hours. We are celebrated for our flexibility and can easily accommodate last minute bookings. Nevertheless, to ensure availability of the equipment you need and punctual delivery, do try to book at least three working days in advance.

