

DAMAGE, LOST UNIT AND VANDALISM POLICY

[YOUR COMPANY NAME] · [ADDRESS] · [PHONE] · [EMAIL] · [WEBSITE]

IMPORTANT: This policy works with the Event Rental Agreement and the Recurring Service Agreement. Fill in your own prices — charge what repairs actually cost you. Fees that look like penalties are harder to collect. Keep this policy the same for every customer and send it with every quote so no one is surprised.

1. WHEN THE CUSTOMER IS RESPONSIBLE

From delivery until pickup, the Customer is responsible for loss of or damage to the Company's units and equipment. This includes theft, vandalism, graffiti, fire, tip-overs, unauthorized moves, vehicle or equipment strikes, and prohibited materials placed in the units.

THE CUSTOMER IS NOT RESPONSIBLE FOR:

Normal wear and tear from ordinary use, Manufacturer defects, Damage caused by the Company, its drivers, or its equipment,
[OPTIONAL: Damage from weather events the Company agreed in writing to protect against]

2. HOW CHARGES ARE CALCULATED

- 2.1

Repairable damage: the Customer pays the lower of the actual cost to repair the unit (parts plus labor at [\$] per hour) or the cost to replace it.
- 2.2

Destroyed, stolen or missing units: the Customer pays the replacement value in the table below. Rental charges continue until the loss is reported to the Company.
- 2.3

Stolen units: the Customer should file a police report and send the Company a copy. If a stolen unit is recovered undamaged, the Company will credit the replacement charge minus reasonable recovery and cleaning costs.

ITEM	CHARGE
Replacement: standard portable unit	[\$]
Replacement: ADA-accessible unit	[\$]
Replacement: hand wash station	[\$]
Replacement: deluxe / flushing unit	[\$]
Tip-over response and cleanup (not caused by the Company)	[\$] per unit
Graffiti removal	[\$] per unit, or repair cost if surface is damaged
Prohibited materials removal (trash, debris, chemicals, sharps)	[\$] plus disposal cost
Unauthorized relocation (return and reset)	[\$] per unit
Fire or melt damage	Repair or replacement cost per 2.1 and 2.2
Missing supplies or parts (lock, dispenser, vent, lid)	Actual cost

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3. HOW DAMAGE IS DOCUMENTED

- 3.1The Company takes date- and time-stamped photos of each unit at delivery and at pickup, and at service visits where practical.
- 3.2Before charging for damage or loss, the Company will send the Customer a written notice within [#] days of discovering it, with photos and the amount due.
- 3.3The Customer may dispute a charge in writing within [#] days of the notice. The Company will review the dispute and respond before sending the charge to collections.

4. REPORTING PROBLEMS

Report damage, tip-overs, vandalism, or missing units as soon as they are discovered. Call **[PHONE]**([24/7 or hours]) or email **[EMAIL]**. Include the site address, the unit number if visible, and a photo. A tipped or damaged unit can be a health and safety hazard – fast reporting lets the Company respond quickly.

5. HOW CUSTOMERS CAN PREVENT DAMAGE

- Keep units at least [#] feet away from grills, heaters, fire pits, and fireworks. The units are plastic and can melt or burn.
- Keep units out of vehicle and equipment paths. Mark them with cones on busy sites.
- Don't move units. Call the Company to relocate them.
- On open sites, lock gates after hours when possible. Tell the Company about repeat vandalism so units can be secured.
- Ask the Company about stakes or straps before high-wind days.
- Check whether your own insurance covers rented equipment while it is on your site.

ACKNOWLEDGMENT

Customer has received and accepts this Damage, Lost Unit and Vandalism Policy.

CUSTOMER

SIGNATURE

PRINTED NAME

TITLE

DATE

COMPANY: [YOUR COMPANY NAME]

SIGNATURE

PRINTED NAME

TITLE

DATE