



EON Products, Inc.

Your number one source for environmental sampling, measuring, and monitoring equipment.

We Make Sampling, Measuring & Monitoring Easier For You!

For immediate assistance, call 1-800-474-2490, or click here for Live Chat



## **EON's Rental Equipment Policy**

- ❖ EON has an array of industry-leading environmental rental equipment. Our equipment is fully inspected, cleaned, and calibrated after each use, and shipped with any needed supplies including extra batteries and return shipping labels. We appreciate you as our customer and have adopted an easy, flexible rental process to ensure the timely and accurate billing of your rental order.

### **First Time Customers**

- ❖ EON's Rental Contract with Terms and Conditions must be signed and on file before orders can be shipped.
- ❖ Deposits are required from new accounts and must be paid before equipment can ship.
- ❖ Any Deposit amount charged greater than the final rental fee will be refunded within two business days.
- ❖ Net 30 credit applications will be evaluated for eligibility with future orders.

### **When Does the Rental Period Start & Stop?**

- ❖ The Rental Period will START according to the Start Date requested by the customer. EON will ship the equipment for arrival before the requested Start Date.
- ❖ EON is not responsible for delays caused by carriers.
- ❖ The Rental Period will end the day the equipment is conveyed to UPS or FedEx, based on the tracking detail provided by the shipping carrier. We recommend documenting all returns with a proof of receipt from UPS & FedEx and encourage you to notify EON of the pending return. Minimum charges still apply based on shipping location. See section below for additional detail.
- ❖ For all customer deliveries and local customer pickups, the start/stop cutoff time is NOON. If the equipment is requested to be delivered before NOON, then the rental period will start that day.
- ❖ For non-local customers, the stop date cutoff time is 10:30 am the next business day. The customer must have the shipment processed and documented by the courier by 10:30 am the next business day or the rental period will extend an additional day.

### **How We Calculate Rental Charges**

- ❖ Rental Charges are based on the length of time the Customer has possession of the equipment not on the number of days the equipment is used and includes a fixed number of transportation days at no extra charge.
- ❖ EON charges a Daily, Weekly, or Monthly rate. Special rates are available for contracts 6 months or longer.
- ❖ There is a minimum rental charge based on standard ground transport:
  - 1-2 day transport (each way) has a 1-day minimum rental charge
  - 3-5 day (each way) transport has a 3-day minimum rental charge



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## **Details for Day, Week, Month Rates**

- ❖ **EON's Daily Rate** is used when a customer has equipment for 1 or 2 consecutive days. Minimum Daily charges may apply. See "How We Calculate Rental Charges."
- ❖ **EON's Weekly Rate** is used when a customer has equipment for 3 to 21 consecutive calendar days. Rentals that extend longer than one-week are charged for the number of full weeks, plus a prorated amount (Weekly Rate /5 days) for each additional calendar day, until the next Weekly or Monthly Rate is met.
- ❖ **EON's Monthly Rate** is used when a customer has equipment for 21 consecutive calendar days or more. Rentals that extend longer than one month are charged the Monthly Rate for the number of full months, plus a prorated amount (Monthly Rate/20 days) for each additional calendar day over a full month.
- ❖ **EON's Long-Term Rate** can be contracted when a customer has a-guaranteed, non-cancelable rental agreement for a rental period of at least 6 months. Long term rates will be calculated on a case-by-case basis. The minimum rental period and the rate must be specified by a written agreement in advance. The Customer is obligated to pay the minimum contracted amount even if equipment is returned early. Rental continues if an instrument is sent back for service. If necessary, the equipment is serviced, or replaced within 2 days of return to EON. Days in excess of a 2-day turn-around will be deducted at no charge.

## **Equipment Problems**

- ❖ If a rental item malfunctions and cannot be used, the Customer must call or email EON Customer Service for assistance as soon as a problem is noticed. EON Customer Service will provide phone support to try to resolve the problem. If the problem is not resolved EON will arrange for equipment to be returned for repairs and for replacement equipment, if needed. If a malfunction occurs through no fault of the Customer; EON will repair the unit or substitute an equivalent piece of equipment, pay for additional shipping, and cancel charges for the number of days the equipment was not available to the Customer.
- ❖ When malfunctions or damage result from misuse or user error, the Customer will be responsible for rental charges, repairs, replacements, and shipping charges associated with restoring the equipment to its useful function.