

X-HIRE DAMAGE WAIVER POLICY



Overview

At X-hire we offer a Damage Waiver option to provide you with peace of mind during the rental period. This Damage Waiver is designed to cover accidental damage to the rented equipment, up to a specified limit based on the amount paid for the waiver.

Damage Waiver Fee

The Damage Waiver is a fee, amounting to 20% of the total rental cost. This fee is non-refundable and must be selected at the time of placing the order. Damage Waiver is put into place when you do not have Hired in Plant Insurance

Coverage Limits

The Damage Waiver covers accidental damage to the rented equipment during the rental period, up to the value of the Damage Waiver fee paid on the specific order. The total coverage provided by the Damage Waiver will not exceed £1,000 per order, regardless of the total rental cost or the amount paid for the Damage Waiver.

For example, if the total rental cost is £1,000 and the Damage Waiver fee is £200 (20% of the rental cost), the maximum coverage provided by the Damage Waiver will be £200. If the Damage Waiver fee is £800, the maximum coverage would still be £800, but if the Damage Waiver fee exceeds £1,000, the coverage is capped at £1,000.

Exclusions

The Damage Waiver does not cover:

- Loss or theft of equipment.
- Damage resulting from misuse, neglect, or improper use.

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- Any damage beyond the coverage limit as determined by the value of the Damage Waiver fee.
- Cosmetic damage that does not affect the functionality of the equipment.

Customer Responsibility

In the event of damage, you must notify us immediately. The extent of the damage will be assessed, and if the damage exceeds the coverage limit provided by the Damage Waiver, you will be responsible for any additional costs.

Claims Process

To file a claim under the Damage Waiver:

- Provide detailed information about the incident and the damage incurred.
- Our team will assess the damage and determine the repair or replacement cost.
- If the damage is covered by the Damage Waiver and within the coverage limit, the repair or replacement cost will be covered up to the value of the Damage Waiver fee paid.
- Any additional costs beyond this limit will be the responsibility of the customer.
- Demonstrate that reasonable care had been taken to prevent any accidental damage.

Acceptance of Terms

By opting for the Damage Waiver, you acknowledge and agree to the terms outlined in this policy. The Damage Waiver is intended to cover accidental damage only and does not absolve you of responsibility for proper care and use of the rented equipment.

Amendments

X-hire reserves the right to amend the terms of the Damage Waiver policy at any time. Any changes will be communicated to you and will apply to future rentals.