**Kansas City Rental Company Policy and Liability**

**Liability**

1. If the customer deliberately damages or negligently uses the item, then they are obligated to cover the cost of repair or replacement of the item.
   1. The condition and the nature of the item, itself, prior to the damage will dictate the price of replacement or repair.
   2. A means of common ground will be assumed by a case by case basis.
2. If the customer injures themselves due to negligence or misuse of the rented item, then Kansas City Rental Company bears no responsibility for their injury.
3. The customer is liable for having the rented item ready for return after 24 hours.
   1. Select situations will allow customers to return the item 4-6 hours after the 24-hour rental period
   2. If the item is not returned in the designated time period, then Kansas City Rental Company will charge an additional $10, each day until the item is returned.
   3. If the item is not returned by any means, Kansas City Rental Company will take legal action to seize or replace the item.
4. The only party that is eligible to use the rented item is the party that rented the item and is shown on the transaction
   1. The rented item may not be sold, re-rented, or extended to any other party.

**Rental Period**

1. The default rental period is 24 hours.
   1. Extended rental periods will be available upon request in increments of full days.

**Pick up and Drop Off**

1. All items will be delivered and collected by Kansas City Rental Company employees at the residence of the customer.
   1. Upon request, the customer can pick up or drop off the item at the product holding facility.
2. The Kansas City Rental Company delivery employee will inform the customer of the liability policies created and the proper usage of the item.

**COVID-19 Protocol**

1. All items will be sanitized prior to and after the rental period.
2. Kansas City Rental Company employees must wear face protective masks and gloves when handling rental items and meeting with customers.
   1. Employees will follow social distancing protocols to ensure the safety of the employee and the customer.

**Method of Payment**

1. The payment will take place upon reception of the item.
   1. Cash and person to person mobile transactions are accepted.