

# **Cancellation Policy**

At Danville Ready Rental LLC, we aim to provide a smooth and efficient rental experience. To ensure fairness for all customers, we have the following cancellation policy in place:

#### 1. Free Cancellation

• **Up to 72 hours before the rental start date**: Customers may cancel their reservation for a full refund, no questions asked.

## 2. Partial Refund

• **Between 24 and 72 hours before the rental start date**: Cancellations made within this window will incur a **25% cancellation fee** based on the total rental cost. The remaining balance will be refunded to the original payment method.

### 3. No Refund

• Less than 24 hours before the rental start date: Cancellations made within 24 hours of the rental start date, or failure to pick up the equipment, will not be eligible for a refund. The full rental fee will be charged to your card on file or your customer account.

#### 4. Late Fees

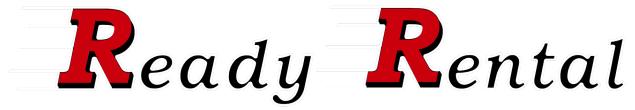
• Late Return: Equipment returned later than the agreed-upon rental period will incur a late fee. The fee will be charged at the daily rental rate for each day the equipment is overdue.

## 5. No Show Policy

• If the customer does not pick up the rental equipment at the agreed time and has not communicated the cancellation, the reservation will be considered a "no-show", and no refund will be issued. The full rental fee will be charged.

## 6. Special Circumstances

• **Emergency Cancellations**: In cases of emergency (e.g., extreme weather, natural disaster, or accidents), we may offer a partial refund or reschedule the rental at our discretion. Customers are encouraged to contact us as soon as possible to discuss the situation.



## 7. Refund Process

 Refunds will be processed to the original payment method within 7-10 business days. In the case of store credit, the full amount will be issued and is valid for up to one year from the issue date.

## 8. Contact Information

• To cancel or modify your reservation, please contact us directly at:

o **Phone**: 217-442-7353

Thank you for choosing Danville Ready Rental LLC! We appreciate your understanding and cooperation with our cancellation policy.