

Ready Rental

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.

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

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