

**READ & REVIEW:
Rental Protocol for Hand Tools**

1. Complete the rental request form on the website to indicate which tool you would like to use and what dates you are interested in using it. Hand tools are rented for periods of one full week. **Rental check-out and check-in times are by appointment only. No walk-ins.** *At times we can accommodate exceptions to these regular rental periods, but they must be arranged with our scheduler in advance. Please note that weekend and holiday appointments are not available.
2. Within 3 business days, if your desired date is available, you will receive a confirmation email with further rental information. TCD Staff will contact you directly to schedule a check-out and check-in appointment one week prior to your reservation date. It is crucial to this service to adhere to scheduled rental appointments.
3. Within the two weeks prior to your rental date, you will receive a PayPal invoice. Once you pay the invoice you will receive an email with more information about the check-out and check-in process. You must pay your invoice upon receipt to move forward with your rental.
4. On the day of your reservation, you must check-in at the office when you arrive. **Do not enter the equipment yard unless directed to do so.** A TCD Staff person will support you in collecting the tool. *If there are any urgent, emergent changes needed in your rental appointments, please connect with staff as soon as possible at (360) 754-3588.
5. If the tool is damaged while in your possession, please send an email to arichardson@thurstoncd.com describing the damage. This may include sending photos.
6. If the tool is not working correctly or broken, please call the office at (360) 754-3588 as soon as possible during business hours. **Do not proceed with using broken tools or attempting to fix yourself.** Staff will work to problem solve and reschedule your reservation if needed.
7. When you are done using the tool, please clean before returning it.
8. On the date of your return, **please make sure that you are punctual for your check-in appointment.** You must check-in at the office upon arrival. Do not enter the equipment yard unless directed to do so. * If there are any urgent, emergent changes needed in your rental appointments, please connect with staff as soon as possible at (360) 754-3588.
9. **Please note,** failure to return the equipment or deliver it to the designated location at the designated time may result in a late or retrieval penalty. Renter agrees to return the equipment in a clean, sanitized, and usable condition. Repeated failures to return the equipment to the agreed-upon standard will result in ineligibility to further rent equipment from TCD.