

## **Frequently Asked Questions**

### **Q: Why have I not seen my security deposit back yet?**

A: We give this deposit back on the day you return your equipment and the refund can be seen on your receipt. If it is not showing up in your account this means your bank has not processed the credit yet. This can sometimes take up to a full week for the credit to go through your account. We give this credit back immediately and apologize if your bank is delaying your money return.

### **Q: Where are you located?**

A: We are 4.5 miles west of 494 on the south side of Highway 55; Located on the border of Plymouth and Medina at roughly the intersection of Highway 55 and 101 N.

### **Q: Is the reservation deposit/down-payment refundable?**

A: You have 24 hours from the time you made the reservation to cancel or the deposit is non-refundable.

### **Q: How far ahead should I reserve equipment?**

A: A reservation guarantees we will have the equipment for you so it is never too early to reserve assuming you know you need it and know what date you need it for.

### **Q: What is the reservation deposit/down-payment for?**

A: This guarantees that the equipment will be here for you. With no reservation down-payment there is no guarantee the equipment will be here for you.

### **Q: Do we need to load and unload our own equipment?**

A: We are a full service rental company and our experienced staff will load and unload your equipment, however you, as the driver, are responsible for securing it into your vehicle.

### **Q: How much will a 15' truck move?**

A: 2-3 rooms of furniture

### **Q: How much will a 24' truck move?**

A: 6-8 rooms of furniture

### **Q: What enclosed trailer will my vehicle tow?**

A: 5X8-5X10= Cars, Small – Mid-Sized SUV's

6X12-6X16= Full Size Truck/SUV