

RENTAL PROTECTION PLAN (RPP)



After almost 40 years in business at PG Rental we understand accidents happen and we experience them from time to time. Our Rental Protection Plan (“RPP”) is designed to help protect our customers against unexpected expenses that could result from damage during the use of rental equipment. RPP is required for all renters who don’t have independent property insurance policies that cover rental equipment naming P.G. Rental Centre Ltd. as a loss payee. The cost of rental equipment can range from a few thousand dollars (hand tools) to over a hundred thousand dollars (boom lifts and telehandlers).

RPP is only valid if equipment is used in accordance with its specific purpose, and not in any way misused. RPP only covers accidental damage and does not cover lost, stolen or mysterious disappearance of equipment. Damage due to negligence, abuse, improper, or illegal use is not covered. ICBC insured equipment deductibles, vary from unit to unit and are separate from RPP.

Our RPP plan is not insurance and does not protect or limit renters or third parties from liability resulting from customer possession, use or operation of equipment including injury or damage to persons or property.

By having the RPP option on your rental agreement, you have the following benefits:



THEFT PROTECTION

When equipment is stolen under our RPP the customer is only responsible for 10% of the manufacturer’s suggested list price, up to a maximum of \$2500. To qualify for RPP equipment must be used as per our terms and conditions and we require a police report to stop further rental charges. Customer is responsible for all rental charges until a police report is received. If equipment is recovered at a later date it remains property of PG Rental Centre.



DAMAGE PROTECTION

Customers with RPP qualify for a deductible which is 10% of the repair cost for claims up to \$1,500. Claims over \$10,000 are subject to a \$2,500 deductible. If the repair costs total less than \$250.00 no deductible will be charged. Incidentals and wear and tear items such as fuel, cleaning, resale items, diamond cutting product wear and any other excessive wear are not covered by the RPP. RPP only covers the cost of damage to excavator panels up to the total amount of the rent paid. The balance of the cost of the panels is the responsibility of the customer.



TIRE PROTECTION

Our RPP includes the first \$50 towards the repair and replacement of punctured and damaged tires.



RENTAL LIABILITY

Customers with RPP are not responsible for rental charges while equipment is being repaired. There are limitations to our RPP coverage which are clearly listed on our Rental Contract Terms and Conditions (available online at www.pgrentalcentre.com).



ACCOUNT CUSTOMERS

Account Customers will have the option to accept or decline our RPP. When the RPP is declined the customer is responsible for all damages and required to provide proof of adequate coverage by their own insurance provider. As part of the RPP plan account customers are automatically enrolled in our Customer Care Program and receive free service calls during regular business hours and will not be charged for calls resulting from operator error and non-mechanical issues. After hours calls (evenings and weekends) are also waived for account customers on a case by case basis.