

Custom Modular Hybrids Display's rental program is designed to suit your client's needs, budget and timeline. That's why we offer a multitude of solutions, both customized and out-of-the-box to best align to your specific needs.

## Rental and Purchased Items

All rented structures remain the property of Camelback Displays, Inc. Rented hardware items will be clearly noted on the order. Display graphics are purchased and remain the property of the purchaser. The renter does not need to return purchased items. Renter agrees to use care in handling of the rented items and keep in good condition. Damages to the rented structures will be documented and an explanation of damages will be communicated within 14 days of the rental return. The cost of repairing/replacing rented items will be billed on a separate invoice.

## Rental Period

Standard rental period is 30 calendar days unless an extension is mutually agreed upon. The 30 day period begins at the time of shipment and rental item availability is not guaranteed until the order is confirmed. All items are available on a first come first serve basis. Rentals are for a single use only. All structures and shipping containers are due back, freight pre-paid, by the last day of the rental period.

Extended Rental Period Flat Rates:

36 to 45 days - add 30%      Extended rentals must be approved in advance.  
46 to 60 days - add 60%

## Rental Return

Camelback Displays, Inc. guarantees the quality and functionality of its products when used in the correct manner as illustrated on each product instruction sheet. Failure to comply with Rental Terms and Conditions may result in additional charges and fees, determined at the discretion of Camelback Displays, Inc. Printed display graphics are purchased and remain the property of the purchaser. The renter does not need to return purchased items. Camelback Displays, Inc. rental displays are provided with return labels for shipment back to our warehouse so that materials are returned appropriately to the originating facility. The pickup and coordination of return is the responsibility of the customer. Return shipping charges will be invoiced accordingly.

If the customer chooses to use their own shipper number or a third party shipper number, the customer will be responsible for pick up and coordination. Customer is advised to use the ship to address provided on the prepaid return label.

## Late Charges

Rental items not returned within 30 days will be subject to a daily late charge of 5% of the total initial rental price. Items 45 days overdue or lost will be considered as a purchase and will be invoiced/charged at the difference between the purchase price, as new, and the amount paid in rental fees. Fees will automatically be applied.

## Shipping Costs

Costs for outbound shipments, parcel or freight, are the responsibility of the purchaser.

Custom Modular Hybrids Displays are provided with return labels for shipment back to the warehouse so that materials are returned appropriately to the originating facility. The pickup and coordination of return is the responsibility of the customer. Return shipping charges will be invoiced accordingly. All rental structures returned collect will be billed at cost plus 20%. See rental return information on page 4.

## Purchase

If the decision is made to purchase a rental structure before it is returned, the purchase price will be adjusted for rental fees already billed in comparison to the purchase price. The purchase of rented items must be reviewed and approved by us. If a purchase made of similar equipment within 30 days of a rental return, 50% of the original rental amount (hardware only) will be deducted from the purchase.

## Shipping Errors & Responsibility

Any errors that occur during the shipping/freight process shipped under Camelback Displays, Inc. prepaid freight service will be guaranteed and covered should the shipper lose, damage or delay a product outside their guaranteed delivery time. Camelback Displays, Inc. will process the claim information.

For errors in shipments shipped using a customer's shipper number or a third party shipper number, the customer will be responsible for replacing the affected product at cost and following through with the claim through the shipping/freight company. Camelback Displays, Inc. will begin the claim process and provide the customer with the claim information. Any further claim correspondence will be between the customer and the shipping/freight company.

Camelback Displays, Inc. reserves the right to request documentation in the forms of photos, copies of packing slips and the like to ensure the issue is resolved promptly. "Standard questions" may also be asked in order to provide accurate and timely customer service. Failure to provide the necessary information requested by one of Camelback Displays, Inc. representative may delay the claim process. A case number may be issued depending on the claim. This number must be used in regards to all correspondence with the issue and adhere to any packaging sent to us for assessment. Failure to adhere RMA/Case information to a package will delay the claim process.

## Check in/Graphics Removal

Rental structures returned with client-owned items will be charged a fee based on actual time and material for sorting client owned items and packing for return. Graphics removal will be billed at a flat hourly fee of \$92.00.

Clients will have the option of storing the items at our warehouse for a monthly charge or can request the items be shipped to the distributor/ If not storing items, pick up for these items must be arranged within 30 days of receipt or the returned items will be considered abandoned and disposed of. In these instances, Camelback Displays, Inc. is not responsible for the replacement of any disposed goods.

## Graphics Limited Warranty

Camelback Displays, Inc will not accept the return of a used or custom-made product or graphic.

Camelback Displays, Inc. guarantees their graphics products under a series of warranties for manufacturing defects. Under the warranty policies, graphics believed to be a manufacturing defect will be repaired and/or replaced upon inspection of the issue. The customer is responsible for shipping the product to our warehouse for inspection. At the discretion of Camelback Displays, Inc., if the issue is deemed act, the manufacturing defect, the product will be repaired and/or replaced and returned to the customer at no cost standard ground shipping during the first year of the warranty period.

Free replacement graphics cannot be sent until an assessment of the supposed defective product is made. At the discretion of Camelback Displays, if the received product is deemed not to be a manufacturing defect, the customer will be notified and the product may be repaired and/or replaced at the customer's cost.



Denotes a Graphic Limited Warranty of 6 Months (outdoor products)



Denotes a Graphic Limited Warranty of 1 Year (indoor products)

In cases of warranty disputes, Camelback Displays, Inc. reserves the right of the final judgment and/or decision on the nature and cause of damage and the fair and applicable warranty response and/or solution.