

# ***R**eady **R**ental*

## **Cancellation Policy**

*Danville Ready Rental LLC*

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. Store Credit for Cancellations**

- **Up to 72 hours before the rental start date:** Customers may cancel their reservation and will receive **full store credit** applied to their account. No monetary refunds will be issued.
- **Between 24 and 72 hours before the rental start date:** Cancellations will result in a **75% store credit** of the total rental amount.
- **Less than 24 hours before the rental start date:** No credit will be issued. The full rental fee will be charged to your card on file or your customer account.

### **2. Late Fees**

- **Late Return:** Equipment returned after the agreed-upon rental period will incur a late fee at the daily rental rate for each day overdue.

### **3. No Show Policy**

- If the customer fails to pick up the rental equipment at the scheduled time and does not communicate cancellation in advance, it will be considered a **“no-show.”** The full rental fee will be charged. **No store credit will be issued.**

#### 4. Special Circumstances


- In the event of **emergencies** (such as extreme weather, natural disasters, or accidents), Ready Rental may offer **store credit** or a rental reschedule at our discretion. Customers should contact us as soon as possible to discuss the situation.

#### 5. Credit Issuance

- **Store credit** will be applied to the customer's account and is valid for up to **one year** from the date of issue.
- Under **no circumstances** will monetary refunds be processed.

#### 6. Contact Information

To cancel or modify your reservation, please contact us directly:

 **Phone:** 217-442-7353

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