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.