



## Terms and Conditions

### By renting our equipment, you are agreeing to:

1. Steam-Bros will not bear any responsibility for damages to property or bodily injuries caused by improper use of the equipment. Basic training and manual are provided with each rental.
2. All dollar amounts in this agreement refer to Canadian Dollars (CAD), and all payments to be paid under this Rental Agreement in CAD, unless otherwise specified.
3. Steam-Bros will charge the following:
  - a. Rental fee as per the agreement upon checkout on the website
  - b. Cleaning fee (sanitation, degreasing and maintenance) - \$25 for Tosca Steamer and \$39 for Carmen INOX Steamer. Additional cleaning charge may be applied for excessive debris and dirt left on the machines and attachments.
4. Deposit:  
\$500 deposit to be charged upon pick-up to any major credit card (to be verified with a government issued I.D. document). The deposit will be released upon return of the equipment, less any additional charges occurred during the rental period within 5-7 business days.
5. To treat the equipment with care and take full responsibility for it as Renter, to the extent permitted by law, and financially responsible for risk of loss, theft, damage or destruction to the equipment from any and every cause.
  - a. If the equipment is lost or damaged, the Renter is to provide Steam-Bros with written notice within 24 hours of the incident.
  - b. In case of damage, Renter will continue to pay daily fee until the unit is put in a state of good repair, appearance and condition, unless otherwise negotiated.
  - c. In case of theft or total loss, Renter will be liable to pay the full cost of the equipment to Steam-Bros plus daily fee for every 24 hours of the equipment being in transit to cover downtime expenses. Upon achievement of satisfactory resolution, ownership for the totaled unit is transferred to the Renter.
6. All payments are due immediately upon receipt of the Invoice.

### Warranties:

The equipment will be in good working order and good condition upon pick-up/delivery

### Liabilities:

You agree that any damage or loss caused by your actions or improper use of Steam-Bros equipment to our staff or our future customers will be your responsibility. Examples of such misconduct - working with hazardous materials, chemical, biological substances or pests that can contaminate the equipment and without proper disclosure to our staff left unnoticed, resulting in improper cleaning protocol to be applied and as a result, contaminated machine later to be rented to unsuspecting customer. This may result in financial, health damages or both. If you are working with such substances, you have to notify Steam-Bros prior to rental in advance.

Steam-Bros has all rights to refuse any service if they deem it as inappropriate.

### Maintenance and Repair of Equipment:

- The Renter will keep the equipment in good condition as provided, normal wear and tear excepted.
- During the rental term, the Renter will need to provide basic maintenance to the equipment.
- Water has to be from tap or distilled. If your water comes from an artesian well, it is recommended that you filter the water to make sure it isn't too mineralized. You will need about 1 gallon (4.5 liters) of water, or more for a big cleanup.

### Long term rental maintenance requirement (3 days and more):

For every 20 hours work cycle, the boiler has to be descaled. Instructions are provided. If there are any questions, please contact Steam-Bros.



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### **Return inspection**

If equipment is not in good state/condition or requires repairs upon return, Steam-Bros have the right to charge the Renter cost of the repairs plus downtime compensation on day to day basis up to 5 days of rental cost, unless otherwise agreed upon discovery of malfunctions and damages.

### **Equipment check and maintenance process after return:**

Upon return of the machine, our technical staff will collect the returned equipment from the customer and proceed with the following:

1. Identify quantity of all pieces and units rented out vs returned.
2. Identify any addition brushes that have been used and record the additional charges.
3. Inspect every attachment, hose and machine for visual damages.
4. Connect the machine to the power, refill all liquids appropriate for machine and test all functions.
5. Perform unit maintenance and drain the unit, then, inspect the drained liquid for any residue of unauthorized liquids in the steam tank.

The entire inspection and maintenance procedure take on average 12 hours to complete due to boiler cleaning time requirements. As a result, Steam-Bros will provide the final inspection results within 24 business hours. Any additional charges related to single use items will be added to the invoice. Any missing attachments will be communicated to the customer with request to return the missing items or pay for them. Any unreasonable damage to the equipment that have either damaged partially or completely any part of the rented equipment, including the machine, will be charged as per the policy above, where Steam-Bros will do our best to keep the cost of repair/replacement at lowest cost possible.

As a result, full inspection cannot be performed in front of the customer at any time. Only immediately visible damages will be pointed out on the spot if not communicated upfront by the customer.

### **Additional order conditions:**

\* No refund provided for bookings cancelled within 24 hours prior to pick up.

\*\* Pick-up location will be provided in the order confirmation email.

\*\*\* We may change pick-up time depending on machine availability.

\*\*\*\* Each day of the rental period is 24 hours starting from the agreed pickup time. Any additional time will be considered as late and late fee to be applied. Late is calculated as follows: \$8 per hour (plus any applicable taxes) on small machines such as Tosca steamers, and \$14 per hour (plus any applicable taxes) on large machines such as Carmen Inox.