

By placing this order the client/renter has read and agrees to all the following conditions of the Hamptons Baby Gear (HBG) rental agreement and as such this constitutes a binding agreement of this contract.

### **Our Equipment:**

- Read this one because it relates directly to the safety of your child. You, the renter/client, agree not to disassemble and/or move the crib (or any of its assembly) from the original location as set up by Hamptons Baby Gear. If you need to move a crib, just give us a call and we will be happy to return or we will give you a verbal agreement. For safety purposes, NO disassembling, NO modifying, NO moving cribs, NO exceptions!
- All above listed rental items will remain the property of Hamptons Baby Gear at all times (so no listing our gear on E-bay or Craigslist). If you are interested in buying any of our equipment give us a jingle. Anything is possible!
- Charges will be determined based on the length of time the rental items are in your possession based on the contract dates listed on your booking receipt. Any changes to the rental period will be by verbal or written agreement. If you, the renter, fail to return rented items on the agreed upon date and time, Hamptons Baby Gear reserves the right to charge your credit card for the additional time you keep the gear. That's a grounder. If we encounter difficulties in collecting our gear Hamptons Baby Gear will repossess the items without notice to the renter and renter releases Hamptons Baby Gear from any claims arising from such repossession. If repossession is not possible, Hamptons Baby Gear reserves the right to charge your credit card the full retail value of the rental items in addition to charges incurred for the rental period.
- Renter is responsible for reading and following special instructions or manufacturers instructions that accompany rental items. Renter is liable for misuse of equipment and in the event of an accident, including death, releases Hamptons Baby Gear from any and all claims arising. Under no circumstances will Hamptons Baby Gear be held responsible for any damage, injury, or loss, including death, arising from the use of any rented equipment or the failure of the equipment to function as intended by the manufacturer.

### **Delivery and Pickup of Gear:**

- Any trips in addition to delivery or pick-up to any location that are not the fault of Hamptons Baby Gear may incur an additional charge. While we understand there are circumstances that might make you late, we want to deliver excellent customer service to every Hamptons Baby Gear client so.....

- Clients are not charged for the day of pick up and all Gear must be ready for pick up by 9AM. HBG does its best to accommodate our clients requests for later pick up times are courtesy - not a guarantee. If client requests gear be kept later than HBG's designated pick up time the appropriate charges will apply.
- Any deliveries that keep the delivery team waiting over 10 minutes will be rescheduled at a later date and time with an additional return fee of \$25.
- There is a \$25 fee for delivery of equipment (includes both delivery & pick up). And an additional charge of \$25 to cover ferry fees for delivery to Shelter Island.
- Client agrees that if equipment is not returned at the agreed location and time HBG reserves the right to charge the renters credit card a \$25 return fee, plus daily rental fees for each day the equipment is kept.
- Client agrees to notify HBG 24 hours in advance if they would like to extend the rental period to avoid charges other than rental fees.
- If you need your items delivered or picked up outside of these hours we will make the best possible arrangements to accommodate you and your lil ones, but additional charges may apply.
- If you will not be present at your hotel at your delivery address, it's the Renter responsibility to advise hotel that you are expecting rental equipment from HBG (or having it picked up).
- Delivery times are not guaranteed due to traffic, weather, and other forces beyond our control. We try our best to accommodate each client with his/her requested time frame.
- Our gear can be left in a prearranged secure, covered area for delivery as long as a verbal agreement has been reached with HBG staff at least 48 hours before delivery. It is always preferable for our delivery team to have access to your home for delivery of baby equipment.

**Cancellation Policy:**

- No worries if you need to cancel, just do it 48 hours before delivery and there is absolutely no charge. While we do understand that last minute changes in plans happen (we get it – we are parents too), cancellations less than 48 hours will be entitled to a full Hamptons Baby Gear credit to be used for your next order. No refunds will be made after delivery has been attempted or for any unused rental days in the case of early return of baby gear. Keep in mind there is a 2 day minimum rental charge on all our baby gear.

**Damage or Loss of Rental Gear:**

- Client is responsible for utilizing crib guards, if needed, to prevent their baby from chewing the wood rails of the crib. If repairs are required then appropriate charges will result and be billed to your credit card.

- Client has examined the rental items and found them to be in good condition and will return the items in the same condition as received. If items are returned damaged or in disrepair, including missing parts, renter is obligated to pay the cost of the repair and/or replacement in addition to the charges incurred for rental period. If item is irreparable, renter is obligated to purchase item at full retail value in addition to any rental fee incurred. There will be an additional \$25.00 - \$50.00 cleaning charge if the item is returned in dirty condition. If the words “eww,” “yuck,” “gross,” or “disgusting” are used by our team, you can look forward to a charge.