



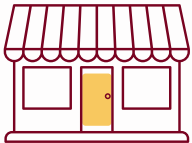
Customer Pickup & Return Guide

We've created this guide to ensure you have all the information for a seamless rental pickup.



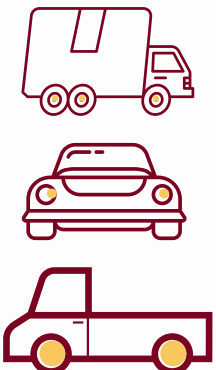
Payments & Security Deposits

- Pickup orders require a deposit that is refunded once items are returned.
- For cash deposits return to the front showroom after you return back.
- Credit card deposits will be issued the day of your return and take 3-7 business days depending on your bank.



Pickup & Return Information

- Location: 620 Union Blvd. Allentown, PA 18109
- Hours: Monday – Friday, 8:00 AM – 4:30 PM; Saturday, 8:00 AM – 11:30 AM. Closed Sunday.
- Anyone can pickup with the name on the order.
- Our team will help load and unload your vehicles.
- Pickup: Thursday – Saturday at no additional charge.
 - Visit the front showroom to check in and then proceed to the back.
- Please back into any available dock bay and hand the paperwork to the dock attendant.
- Returns: due back on Monday at the back dock. Same pickup procedure applies – no paperwork required, just provide the name on the order.



Pickup Requirements

- Bring proper equipment to secure your rentals during transport.
- For a hassle-free pickup experience, please confirm your vehicle is large enough to hold your rental items securely and without damage.
- An enclosed vehicle or trailer is always preferred.
- If you're unsure whether your rentals will fit in your vehicle, don't hesitate to reach out to us at 610-435-8900!