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CUSTOMER PROTECTION PLAN (CPP)

Total Rentals offers, as an additional service to **account customers only**, a Customer Protection Plan (CPP) which covers accidental damage to rented equipment. If the customer chooses to apply the CPP, the coverage cost is 10% of the equipment's rental rate and will be applied for the duration of the rental period. The account customer also has the option to decline the CPP in which case the customer's proof of insurance is required (see note). CPP is mandatory on all **non-account customer** rentals. CPP coverage has deductibles and does not exempt the customer from payment of damages rather it limits their risk of paying high cost repair bills and complete equipment replacement costs. In all cases, the customer is responsible to ensure the operator or operators are adequately trained and competent and that the equipment is stored in a manner that would not make it prone to theft, fire, and vandalism.

What CPP Covers:

- Accidental damage occurring to rental equipment while on rent and used under normal working conditions.

What CPP Does Not Cover:

- Equipment damage as a result of using equipment for a purpose for which it was not designed.
- Glass damage.
- Damage to tires and tracks.
- Misuse, abuse, negligence, and intentional damage to equipment.
- Theft or mysterious disappearance of equipment.
- Equipment not maintained or not maintained correctly.
- CPP is not liability insurance.
- Wear items such as bucket teeth, chains, wear bars, brushes, teeth.
- Retrieval of stuck equipment, and environmental cleanup.
- Fire, Vandalism.

How CPP Works:

Cost:

- The cost of CPP coverage is 10% of the rental charges and depends on the duration of the rental period.
 - E.g. On the daily rental of a skid-steer for \$300.00 the CPP charge is \$30.00.
 - E.g. On the weekly rental of a mini-excavator for \$1800.00 the CPP charge is \$180.00.
 - E.g. On the monthly rental of a wheel loader for \$3200.00 the CPP charge is \$320.00.

Deductible:

- The deductible applies to both damages and repairs as well as the total loss of the unit.
- In relation to damages and repairs, the lessor of the actual repair costs or the CPP deductible of 10% of the unit's value to a maximum of \$2500.00.
 - E.g. On a \$2500.00 plate compactor that sustains \$500.00 in damage the customer pays \$250.00 (10% deductible).
 - E.g. On a \$75,000.00 skid-steer that sustains 13,000.00 in damage the customer pays \$2500.00 (maximum deductible).
- In the case of a complete write-off or loss of the rental unit due to damage, the customer has a CPP deductible of 10% of the unit's value to a maximum of \$5000.00.
 - E.g. On a \$2500.00 plate compactor, the customer pays \$250.00 (10% deductible).
 - E.g. On a \$75,000.00 skid-steer, the customer pays \$5000.00 (maximum deductible).

Note:

- *“Proof of Insurance” requires an official and current “Certificate of Insurance” issued by the customer’s insurance company with a minimum of \$2,000,000.00 in general commercial liability coverage, physical damage coverage for specific or blanketed rented equipment showing Total Rentals as loss payee, includes the policy number, expiry date, agents name and contact information, and names Total Rentals as “additional insured”.*
- *Typical equipment rental period is 30 days. Equipment that is rented beyond 30 days must be specifically added to the customer policy including model name and number, serial number, and value.*
- *CPP is not liability insurance. All customers should be covered by their general liability policy either commercial or personal/homeowners.*
- *CPP does not cover loss of rental equipment due to theft, fire and vandalism. While Total Rental’s equipment is on a rental contract to a customer, the customer assumes all responsibility to prevent theft, fire, and vandalism.*

If you have any questions, please call or email any counter personnel at your Total Rentals branch.

Please fill this slip out and send it back to us with or without your insurance certificate (depending on which way you decide)

I have read and understand Total Rentals "Customer Protection Plan" (CPP) and acknowledge the automatic 10% charge on rentals and the applicable deductible costs for accidental damages or loss resulting from damages. I wish to:

DECLINE the CPP option (Proof of Insurance attached).

ACCEPT the CPP option.

Date: _____

Company Name: _____

Signed: _____

Print Name: _____