



Loss or Damage Waiver Agreement Information

You are responsible for Loss or Damage on equipment you hire.

You can cover this exposure for a percentage of the hire charge for the full period of the hire.

Questions & Answers

- Q: What is Hire Secure?
- A: It is a contractual agreement open to anyone over 18 years of age who hires equipment from West Country Tool Hire Ltd

- Q: What does it cover?
- A: Accidental physical loss or damage
- Theft, vandalism & malicious damage
- Cover provided up to £100,000 any one item.
- UK wide coverage

- Q: What does it cost?
- A: The cost of the cover is 15% of the total hire price of the product(s) being hired, covering the hire period.
E.G. If the total hire charge, at the end of the hire, was £200 the Hire Secure charge would be 15% of the £200 which is £30, therefore the hire charge & hire secure charge would equate to £230 in total.

- Q: Are there exclusions?
- A: Yes – The exclusions you are responsible for are listed below:

Any loss from a single cause in excess of £100,000 in respect of any single item.

Continuing Hire charges.

Loss of or damage to attachments (cutting edges tools trailing cables or flexible pipes) other than the total loss of the complete item or attachments individually specified on the contract of hire.

Loss or damage caused by or arising out of materials treated by the Plant or by foreign bodies entering the plant with such materials.

Loss of the equipment only revealed when an inventory is made.

Loss or damage or breakdown caused by your willful act or willful neglect.

Loss or damage arising from failure to clean and conduct routine maintenance where you are responsible under the terms of the hire contract.

Loss or damage of equipment from any unattended vehicle unless all doors of the vehicle are locked, all windows and other openings fully closed and properly fastened, and equipment is out of view or securely mounted or fixed within the vehicle or in a suitable container.

Loss due to, or exaggerated by, fraud, by you or on your behalf.

Loss or damage if the property is hired by you to another hirer.

Replacement fuel due to your misfuelling error.

- Q: Are there any conditions attached to the agreement?
- A: Yes – conditions you are responsible for are listed below:

You must take all reasonable measures to protect the property hired to you and to ensure that all statutory and other regulations relating to the plant are observed where it is your responsibility under the terms of the underlying hire agreement.

Any theft must be reported to the police immediately and the crime reference number recorded.

Any loss or damage must be reported to us as soon as reasonably practical and in any event within 7 (seven) days of the event.

Take photos of the damaged equipment in situ, and /or any areas of damage to the site or property following theft or vandalism.



- Q: Do I need to pay any deposit to be accepted for the agreement?
- A: Yes - You are responsible for the amount shown in red below, which will act as your excess in the event of any loss or damage:

Agreed Loss	Deposit
Up to £2,500	£100
£2,501 - £5,000	£250
£5,001 plus	£500

If at the end of the hire, there is no claim the deposit will be refunded in full and only the 15% charge will be applied to the final hire charge as detailed previously.

- Q: Will I be given any paperwork?
A: Yes – You will receive a copy of the Loss or Damage Waiver Agreement.
- Q: Is it compulsory?
- A: No, you are free to hire subject to West Country Tool Hire Ltd terms and conditions, or Hire with this Loss or Damage Waiver Agreement, the choice is yours.
If you wish to hire with this agreement, it must be done at the time of initial hiring of the product(s) before the hire contract is drawn up. No agreement will be entered into after the hire contract is drawn up or when off hiring the product(s).