

RentWise Rental Company - Cancellation Policy

At RentWise, we understand that plans may change, and we aim to provide a fair and transparent cancellation policy for our valued customers. Please take a moment to review our cancellation policy outlined below:

1. Cancellation Timeframe:

- Cancellations must be made at least 48 hours prior to the scheduled rental start date and time. This allows us to make the necessary arrangements and potentially make the rental equipment available to other customers.

2. Notification Process:

- To initiate a cancellation, customers must contact RentWise through our customer service hotline or email. Please provide your reservation details, including the reservation number and the reason for cancellation.

3. Cancellation Fee:

- A cancellation fee of 10% of the total rental cost will be applied to all cancellations. This fee is designed to cover administrative and processing expenses associated with the cancellation.

4. Refund Process:

- After deducting the applicable cancellation fee, the remaining amount will be refunded to the customer via the original payment method. Refunds may take up to 5 business days to process.

5. Late Cancellations:

- Cancellations made within 48 hours of the scheduled rental start date and time will be subject to the full rental cost, and no refund will be provided.

6. No-Show Policy:

- If a customer fails to pick up the rented equipment without prior notice, it will be considered a no-show, and the full rental amount will be charged without any refund.

7. Modification Policy:

- Customers may request modifications to their reservations, such as changes in rental duration or equipment type, up to 24 hours before the scheduled rental start time. Modifications are subject to availability.

8. Force Majeure:

- In the event of unforeseen circumstances such as natural disasters, strikes, or other force majeure events, RentWise reserves the right to modify or waive the cancellation fee on a case-by-case basis.

9. Customer Responsibility:

- It is the responsibility of the customer to ensure that all cancellation requests are communicated to RentWise in a timely manner. Failure to do so may result in the application of the full rental cost.

10. Policy Review:

- RentWise reserves the right to update and revise the cancellation policy. Customers will be notified of any changes, and the revised policy will be made available on our website.

By making a reservation with RentWise, you acknowledge and agree to abide by the terms and conditions of this cancellation policy. We appreciate your understanding and cooperation. If you have any questions or concerns, please do not hesitate to contact our customer service team.