

# Renting from Kenelec Scientific. What You Need to Know.

Thank you for your Rental enquiry. Please find attached our rental agreement; the pricing you requested is in our email to you.

**Please note that all quoted prices exclude Freight + GST and a minimum of \$100+Freight+GST applies to all Rental Transactions.**

## **Booking a Rental:**

A **Kenelec Scientific Rental Agreement** form has been attached in our email to you. Please complete, sign and return this form to [rental@kenelec.com.au](mailto:rental@kenelec.com.au) as soon as possible as it is required prior to processing of any rental items.

Along with the Rental Agreement, you should also provide a Purchase Order and, for COD customers, a completed Credit Card Authorisation Form. Your desired dates and time required will be confirmed when your completed form is received.

**Kenelec Scientific is unable to secure a booking of any units for you until the documents mentioned above are received.**

## **Important:**

- So that we can prepare your items and make sure everything is complete and working well, we require a minimum of 24 hours notice for dispatch. Shorter preparation times may be possible – you can check this by contacting us.
- If you are planning to rely on battery operation of equipment, you should have spare batteries available (AA or AAA types) or allow time to charge rechargeable batteries. Kenelec aims to ensure batteries are delivered with 80% charge or better, but this can be hard to determine for systems using AA or AAA batteries.
- If renting Dust Monitoring Systems, a minimum of 24 hours notice is required for standard systems, and a minimum of 48 hours notice is required for Dust Monitoring Systems with communications and alarms.
- A day is any day excluding Saturday, Sunday, or a Public Holiday in the state or territory where the equipment is rented. A week shall be a calendar week, a fortnight shall be two weeks, and a month shall be a calendar month. A long term rental contract is considered as 6 months or longer.

## **Delivery & Returns:**

Please note that all units are despatched from Kenelec Scientific's office in Mitcham, Victoria. Freight charges are applicable.

Alternatively, VIC clients are welcome to collect in person from our Mitcham office (**strictly after 4pm**) or you may use your own courier service at your cost if you prefer. If you are arranging to collect your order from KS, please wait for a confirmation that your order is ready for collection before you come to pick up your order. This will save your staff (or courier) waiting until our team have your order ready for despatch.

If you choose to use your own transport, please organise the appropriate amount of insurance for all the equipment on hire as part of the Rental Agreement and provide tracking number to our rental team.

When using Kenelec Scientific's courier service you will not be charged for time in transit. Please allow for up to 1 to 5 business days transit time (depending on your delivery location).



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When returning equipment, it must be **received by 10am** the day after the rental agreement ends. Extra charges may be incurred if the equipment is not received by this time. If you require assistance with return freight instructions, please contact our office.

**Standard Freight is a minimum \$40.00 + GST.** This charge may increase depending on your location and/or the weight and dimensions of hired equipment.

**Please ensure to clearly select your desired Freight and Return Freight options on the Rental Agreement Form.**

## **When you receive your order:**

In accordance with your Rental Agreement, you are required to check that all components are present and to sign and date the Rental Checklist during that inspection. You are asked to advise [rental@kenelec.com.au](mailto:rental@kenelec.com.au) of any missing or questionable components within 24 hours of receipt.

## **End of rental contract:**

Before your rental contract is due to expire, KS will contact you to ascertain if your intention is to a) return the goods as expected or b) if you require an extension to the current rental contract.

## **Contract Extensions:**

Where you request an extension to your current contract (and this is possible based on stock and demand), we will confirm to you and request you provide the necessary documents to proceed (i.e. PO, Credit Card Form).

Rental extensions will not automatically attract a reduced rental rate for the term (not recalculated retrospectively). The initially contracted rental rate will apply. The rate may vary where the extension requested is for a longer duration than the initial contract term.

## **Preparing Your Rental for Return:**

At the end of the rental period, in accordance with your Rental Agreement, please return the equipment in the same good and **clean** condition as when you received it (including the same contents and packaging).

If the hired equipment is capable of logging data, please ensure you have downloaded your data before returning the equipment. A minimum charge of \$100/hr + GST will apply for Kenelec to retrieve data from returned equipment.

Should the unit require cleaning, a cleaning charge of \$120/hr + GST may apply. Any damage requiring repair, or items not returned will also be charged to your account. Please note that minimum charge of \$120 + GST will apply for any cleaning, repairs, or missing items.

Upon cleaning & returning your equipment, you are required to use the supplied Rental Checklist to check and date / sign each component as you repack everything, please return the completed form with your Rental. A photo list is included for you to refer to if you are unsure of parts.



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## Payment Details:

Should your company have an approved account with Kenelec Scientific, it is requested that you submit your Purchase Order along with your completed Rental Agreement Form.

For **non-account holders**, payment in full must be made prior to despatch of any equipment. Please supply your payment details in the area provided on the attached form.

Kenelec Scientific accepts the following forms of payment: Company Cheque or Bank Cheque, Credit Card (MasterCard, Visa or American Express), and Direct Deposit. Please note that AMEX payments will receive a 1.5% fee in addition to the invoice amount.

### Direct Deposit Bank Details

Kenelec Scientific Pty Ltd  
National Australia Bank  
Collins Street  
Melbourne  
BSB No. **083 153**  
Account No. **63662-1769**

Ongoing and longer-term rentals will require periodic invoices and payments to be processed.

## Cancellations:

Cancellations to rental agreement contracts are to be received at least 24 hours prior to despatch to avoid applicable administration and cancellation fees.

Administration & Cancellation Fee Amount \$200 + GST

Should rental units have already been despatched, all Freight charges incurred and applicable will also be invoiced along with the cancellation charges.

## Questions?

If you have any questions, or require any further information or assistance, please contact our **Rental Team** via email [rental@kenelec.com.au](mailto:rental@kenelec.com.au) or by phoning **03 9873 1022**.