



AVX Rentals — Rental Policy

Audio / Visual & Event Production Rentals

Effective Date: February 1 2026 | Last Updated: Feb 1 2026

This Rental Policy applies to all rentals from AVX Audio & Visual Event Production Rentals ("AVX"). By booking, paying, picking up, accepting delivery, or using equipment, the renter ("Client") agrees to these terms.

1. Quick Start: What We Need to Release Equipment

- A signed Rental Agreement (or approved account on file).
- Payment: 50% retainer due at booking; remaining balance due 7 days before pickup/delivery (or immediately for last-minute bookings within 7 days).
- Insurance compliance: approved COI OR AVX-arranged coverage OR a security deposit/authorization hold.
- Government-issued ID (and verification that the ID matches the payment method on file).

2. Rental Questions We Confirm Up Front

- Is this pickup or delivery/setup/strike?
- What are the rental start/end times (including delivery and pickup windows)?
- Do you have insurance that covers rented equipment and/or event liability?
- What is the venue address, load-in/load-out plan, parking/loading, and power situation?

3. Insurance Options (Choose One)

Option A — Client Provides Insurance (COI) (Preferred)

Provide a Certificate of Insurance (COI) that meets AVX requirements at least 3 business days before equipment release. If the COI is approved, a replacement-cost deposit is typically not required (AVX may still require a reduced risk deposit for high-value or high-risk orders).

- General Liability: \$1,000,000 per occurrence / \$2,000,000 aggregate.
- Rented equipment / inland marine (property) coverage must cover the replacement value of rented items.
- AVX listed as Additional Insured (GL) and Loss Payee (equipment/property), primary and non-contributory, waiver of subrogation where available.

Option B — AVX Arranges Coverage (Add-On Fee)

If you do not have coverage, AVX may arrange event/equipment coverage on an as-needed basis (subject to eligibility). The insurance premium plus an AVX insurance coordination/service fee will be added to the invoice.

Option C — No Insurance: Security Deposit Required

If you do not provide an acceptable COI and AVX does not arrange coverage, a security deposit or card authorization hold is required.

- Deposit/hold amount: up to 100% of the replacement value of the rented items.
- Deposits are refundable after return inspection, minus charges for loss, damage, missing accessories, cleaning, or late return.
- AVX may decline rentals without either approved insurance or replacement-value protection.

4. Damage Waiver Fee (Small-Damage Buffer)

Some rentals include a small Damage Waiver fee (typically 5% of the rental subtotal, minimum \$25). This is not insurance. It exists to cover minor wear-and-tear issues (small scratches, cosmetic dents, minor cable wear) without filing claims. Loss, theft, negligence, misuse, water/weather exposure, improper power, and major damage are not covered.

5. Payments, Deposits, and Authorizations

- Retainers/reservation fees are non-refundable unless AVX cancels in writing.
- Equipment will not be released with an outstanding balance.
- Security deposits/holds are processed by AVX payment processor).
- AVX may charge the payment method on file for unpaid balances, late fees, damage/loss, missing items, cleaning, and collection costs as permitted by the Rental Agreement and law.

6. Client Responsibility for Equipment

From the moment equipment is released until AVX checks it back in, the Client is responsible for the equipment and all included accessories.

- Protect equipment from rain/liquids, dust/sand, smoke/haze residue, extreme heat, and physical impact.
- Use proper power (surge protection/regulated power where appropriate).
- Do not open, modify, repair, rewire, or update firmware/software unless instructed by AVX in writing.
- No sub-renting or lending equipment to a third party without AVX's written permission.

7. Pickup, Delivery, Setup, and Venue Access

- Pickup orders require a scheduled pickup time and verification of ID and payment method.
- Delivery/setup/strike requires clear access, legal parking/loading, and safe working conditions. Extra wait time or labor due to access issues is billable.
- Client is responsible for venue permits, permissions, curfews, and any required security staffing.

8. Returns, Inspection, and Late Fees

- Returns are inspected at check-in and may be tested after return. Hidden damage remains billable.
- Late returns are billed at 1.5x the daily rate per day (or as stated on the invoice) until returned.
- Missing cables, adapters, mounts, cases, and accessories are billed at replacement cost.

9. Cancellations and Reschedules

- Cancellations 8+ days before pickup/delivery: retainer forfeited; remaining balance not due.
- Cancellations within 7 days of pickup/delivery: up to 100% of total charges may be due on some items (LED Screens and other items possibly for example) .
- Reschedules are subject to availability and may require updated insurance/deposit requirements.

10. Liability and Indemnification (Summary)

AVX is not responsible for event outcomes, venue restrictions, or indirect/consequential losses. Client agrees to indemnify and hold AVX harmless for claims arising from the Client's use, possession, or operation of rented equipment.

Questions? Contact AVX at: Service@avxrentals.com