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## AVX Rentals — Rental Policy

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### 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](mailto:Service@avxrentals.com)