SWFL Tote & Go Rental Policy

Effective Date: October 2026

Thank you for choosing SWFL Tote & Go! We are committed to making your moving experience easier, more convenient, and environmentally friendly. Please review our rental policy before submitting your rental request.

1. Rental Period

- All standard tote rentals are based on a **one-week (7-day) rental period**, unless a longer rental duration is selected and confirmed.
- The rental period begins on the scheduled delivery date and ends on the scheduled pickup date.
- Rental extensions may be available for an additional fee and are subject to availability.
- Customers must contact SWFL Tote & Go before their scheduled pickup date to request an extension.

2. Reservations & Payment

- All rental requests are subject to availability.
- Submitting a rental request does not guarantee a reservation.
- Once availability is confirmed, customers will receive an invoice with their rental details and total charges.
- **Full payment is required to finalize and secure the reservation.**
- Applicable taxes and any additional charges will be included in the invoice.

3. Delivery & Pickup

- SWFL Tote & Go will deliver rental totes and included equipment to the agreed-upon delivery address during the scheduled delivery window.
- Customers must provide a safe and accessible location for delivery and pickup.
- All totes must be completely empty, reasonably clean, and ready for collection on the scheduled pickup date.
- Customers are responsible for ensuring all rental equipment is available for pickup.

4. Lost or Damaged Equipment

Customers are responsible for all rented equipment from the time of delivery until it is collected by SWFL Tote & Go.

The following replacement fees apply:

- **Lost or damaged tote: $10.00 per tote**
- **Lost or damaged dolly: $110.00 per dolly**

Normal wear and tear from proper use is excluded.

Customers must notify SWFL Tote & Go immediately if any rental equipment is lost, stolen, or damaged.

5. Cancellation Policy

- Customers must notify SWFL Tote & Go of any cancellation **at least 48 hours before their scheduled delivery time**.
- Cancellations made at least 48 hours before delivery are eligible for a full refund of the rental charge.
- For cancellations made less than 48 hours before scheduled delivery, **SWFL Tote & Go reserves the right to retain 50% of the rental charge**.
- Cancellation requests must be communicated directly to SWFL Tote & Go.

6. Early Returns & Additional Rentals

- Customers may request an early pickup; however, early returns do not automatically qualify for a partial refund.
- Additional totes may be requested during the rental period, subject to availability and additional charges.
- Rental extensions must be approved by SWFL Tote & Go.

7. Moving Supplies & Additional Products

- All sales of moving supplies and additional retail products are final.
- No refunds will be issued for unused products, including unopened items, except where required by law.
- Rental equipment remains the property of SWFL Tote & Go and must be returned at the end of the rental period.

8. Customer Responsibilities

By renting equipment from SWFL Tote & Go, customers agree to:

- Use all rental equipment responsibly and for its intended purpose.
- Keep totes and dollies in reasonable condition.
- Avoid overloading or improperly handling rental equipment.
- Return all rented equipment on the agreed-upon pickup date.
- Pay any applicable replacement fees for lost or damaged equipment.

9. Agreement to Terms

By submitting a rental request and completing payment, the customer acknowledges that they have read, understood, and agreed to the SWFL Tote & Go Rental Policy.

SWFL Tote & Go reserves the right to update this policy as needed.

Thank you for supporting a more convenient and sustainable way to move!