



THE INTRODUCTION OF THE LOSS DAMAGE WAIVER MAKING IT EASIER FOR YOU TO DO BUSINESS

LOSS DAMAGE WAIVER (LDW)

The LDW is the industry standard in the tool and equipment rental space. Whilst normally mandatory, Sabre Rentals is introducing this as a completely optional service. The LDW is a form of protection against unexpected expenses that can arise during the use of rental equipment and allows individuals and companies to minimize their exposure to costly bills. It may be particularly helpful in the event that a loss is less than a company's private insurance deductible.

The information in this document is an introduction to the Loss Damage Waiver. All conditions outlined in the Rental Agreement apply.

THEFT COVERAGE

For equipment that has been lost or stolen, LDW customers will be responsible for only 10% of the manufacturer's retail price. It is the customer's responsibility to pay the LDW fee and comply with the rental agreement, including filing a police report within 48 hours of discovery of the theft. If the equipment is recovered at a later date Sabre Rentals retains ownership.

DAMAGE COVERAGE

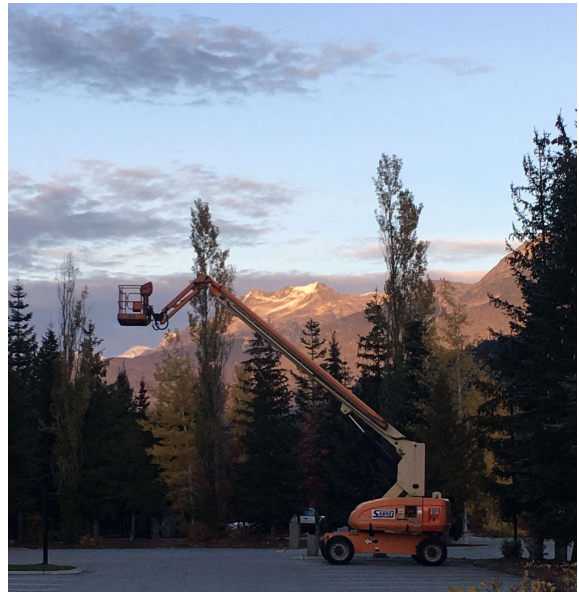
Where incidental or accidental damages occur, LDW customers will only be liable for 10% of the total repair, labour and freight costs.

RENTAL DOWNTIME COSTS

LDW customers are protected from the costly ongoing rental charges that accrue on damaged equipment while it is being repaired. These charges apply while the equipment is undergoing active repair, including while awaiting delivery of parts. For example, suppose an item is broken with repairs amounting to \$20,000. In this case, the customer has committed to the LDW by way of not Opting-Out at the point of rental and has paid the additional 14%. The customer is only responsible for \$2000 (10% of the repairs).

EXCLUSIONS TO THE LDW

The LDW will only apply on equipment being used in its intended manor. Any misuse, abuse, neglect or intentional damage will not be covered. Damage which occurs to tracks, tires or tubes of any kind will not be covered. For example if a \$175,000 forklift is involved in a rollover incident, the LDW will NOT apply because the equipment was not used as intended and the customer will be required to pay for the repair or replace in full.



HOW IT WORKS

By default, the customer accepts the LDW by not Opting-Out at the point of rental or delivery. Where the charge of 14% on the rental amount is paid, Sabre Rentals will waive its claim against the customer for loss of, or damage to, equipment for any amount in excess of the following:

- Loss: 10% of retail purchase price of new equipment.
- Damage: 10% of the cost of repairs to the equipment and lost rental time.



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Q: What is the LDW?

A: The LDW product is a way for customers to limit the potential losses when renting tools and equipment. It is a 14% charge on all rental items.

Q: Is this a 14% price increase?

A: No. Customers can freely opt out of the LDW at the point of rental. Customers who Opt-Out run the risk of being assessed a repair bill, including parts, labour, freight and accrued lost rent.

Q: How does it work?

A: Where incidental or accidental damages occur, the customer is responsible for 10% of the cost of the repairs to a maximum of \$3,000.

Q: I've never been charged for repairs on rental equipment in the past? Why would I pay more now?

A: As Sabre has grown over the past four years, the volume of tool rentals (and thus subsequent tool repairs) has increased substantially. The LDW allows Sabre Rentals to maintain a high quality rental product.

Q: Is the LDW mandatory?

A: Unlike other rental companies in Canada, the Sabre Rentals LDW is OPTIONAL. We've asked customers to provide their proof of insurance for their benefit to help ensure they are adequately covered in the event of a loss. Providing proof of insurance, although it's recommended, is not mandatory to proceed with renting. Credit may be limited for those who cannot show proof of meeting the insurance requirements. The Insurance Requirements form found on our website can be sent directly to your insurance provider.

Q: Is the LDW insurance?

A: No, the LDW is not insurance. It is a contractual modification to the rental agreement. It limits the customer's liability when damages occur to rental equipment. Simply, the LDW covers damage to rental equipment that results during normal equipment use.

Q: How is the LDW different from insurance?

A: The LDW may be separate from, or may work in conjunction with, your business insurance. It's great for covering the small damages that arise during day to day use. The LDW does not cover:

- Equipment not being used for the purpose it was designed
- Misuse, abuse, or intentional damage
- Damage to tracks, tires, or tubes of any kind
- Normal wear and tear (Sabre Rentals covers this already)
- Loss/Disappearance

Q: What is at risk if I opt out of the LDW?

A: All customers must read and acknowledge the rental agreement found on the back of the rental contract. Pursuant to this agreement, the customer is liable for returning the tool in the condition it was rented in. If damage occurs, the customer must pay for the parts, labour, freight and lost rent accrued while the tool is being fixed. p

Q: I thought damage was included in the price of the rental.

A: Like with a car rental, damage is not included in the rental rates.

