



# Leppo Rents Loss Damage Waiver Guide

## 1) What is Leppo Loss Damage Waiver?

The Leppo Loss Damage Waiver is a program offered by Leppo, Inc. that enables customers to significantly reduce their potential financial liability on rental equipment when it is lost or damaged. **It is not insurance.**

## 2) How much does the Loss Damage Waiver cost?

The fee for the Loss Damage Waiver is 12% of the rental amount. No Loss Damage Waiver fee is applied to purchases, delivery charges, fuel or tax.

## 3) How does the Loss Damage Waiver work?

In exchange for purchasing the Damage Waiver, the customer limits their responsibility to pay (see #6). Without Loss Damage Waiver the renter is responsible for all charges to bring the rented items back to their original condition, or if lost, the full value of the equipment.

## 4) What if I don't want the Leppo Loss Damage Waiver?

Loss Damage Waiver is not mandatory. If the customer can meet the insurance requirements of Leppo, Inc., they may decline the purchase of the Loss Damage Waiver (See requirements on back).

## 5) What is not covered?

The customer must take reasonable measures to protect against loss or damage. **Negligence and Abuse are not covered.** **Leppo personnel will determine if the loss and/or damage of any rented item(s) was caused by customer negligence or abuse.** If, in the opinion of Leppo personnel, the damage or loss was due to customer negligence or abuse, the customer is solely responsible to bring the rented item(s) back to their original condition or pay for the item if it is deemed by Leppo personnel to be damaged beyond repair or the item(s) was lost or stolen.

## 6) How do I use my Loss Damage Waiver?

It is the customer's responsibility to contact Leppo, Inc. and file a report within 24 hours of the occurrence to evaluate the cause of the damage. In the event of theft or vandalism, the customer must also file a police report with the local authorities. A copy of this police report needs to be provided to Leppo, Inc. If Leppo personnel decide that the damage or loss was not caused by negligence or abuse, the Customer will be covered according to the following schedule :

## Leppo's covers loss and/or damage according to the following schedule:

Loss/Damage Amount	Leppo Covers	Customer Responsibility
First 25% of Value*	100%	None
Rest of Value*	50%	50%

\* - Value based on Leppo Equipment selling price. Protection offered for first \$20,000 of Value. Customer fully responsible for all Value in excess of \$20,000.

Examples:

\$500 covered damage to \$10,000 equipment – full Leppo coverage

\$4,000 covered damage to \$10,000 equipment – full Leppo coverage of first \$2,500, split next \$1,500 – customer responsible for \$750.

Covered loss of \$10,000 equipment – full Leppo coverage of first \$2,500, 50% of next \$7,500 – customer responsible for \$3,750.

Covered loss of \$25,000 equipment – full Leppo coverage of first \$5,000, split next \$15,000, customer covers next \$5,000 – customer responsible for \$12,500.

### Leppo Inc.

176 West Ave  
P.O. Box 154  
Tallmadge, OH 44278  
Phone: 330-633-3999  
Fax: 330-630-1599  
E-mail: dwc@leppos.net