



## Off-Hire Policy

We would like to make all our customers aware of Keepsafe Roof Rails Off-Hire Policy. It's simple to follow, avoids misunderstandings and saves you money! The policy works like this;

- When you have finished using our hired equipment or part of, you need to off-hire it by obtaining an Off-Hire Number.
  - Option 1, the preferred method is to send an off-hire request by email to [orders@keepsafe.com.au](mailto:orders@keepsafe.com.au). If you have not received an off hire number by return email within 1 business day, then follow it up with a phone call in case we never received the email.
  - Option 2, call the office and request an off-hire number.

**Note:** do not liaise with any of our workers on site regarding off-hiring and or future removal of equipment.

- Off-Hiring means that you have finished with it and want it collected. When you contact us you will be given an Off-Hire Number. If you do not have an off hire number then Keepsafe Roof Rail will consider it to be remaining on-hire.
- Regardless of when we collect the hired item, you will be charged only to COB of the day your off-hire number was issued. So if we don't retrieve the item quickly, and in most cases we will, you won't be penalized.

Should you have any questions feel free to contact us on the following contacts:

Ph: (07) 38073297

Fax: (07) 30366607

Email: [info@keepsafe.com.au](mailto:info@keepsafe.com.au)