



**CAMPUS**  
**camera**  
AND IMAGING

## **Rental Program FAQ**

### **How does it work?**

Basically, it's RENT, SHOOT, RETURN. You choose what lens and/or camera that you wish to rent and how long you want to rent it. Shoot with the rental equipment. Then, return to Campus Camera & Imaging.

### **How much does it cost?**

All lenses and cameras have different rental rates. These rates are clearly outlined in our Rental Rate Sheet. Fees (see "What are the fees?") will be added to your bill when you return your rentals, if applicable.

### **How long is my Rental Period?**

The Rental Period begins the day that you pick up the rental equipment. You are charged for that day. For example, a 1 Day Rental would start on Monday and the lens would be returned Tuesday. A 3 Day Rental would start on a Monday and be returned on Thursday. All rentals are due back by 12:00 (Noon) on the contract date.

### **Will you "hold" equipment for me to rent?**

Our rental equipment is first-come, first-serve. If a certain lens or camera is rented, we will let you know when the rental is due back and you can reserve it then.

### **What comes with a lens rental?**

Our lenses will be protected with a UV filter (if a lens is able to accept a UV filter). If available, the rental lens will also come with a case for protection. The Renter is liable for the lens and accessories that come with the lens (Filter, Case, Hood, Tripod Collar, etc).

### **What comes with a camera rental?**

Our cameras will come with a body cap, camera strap, charger and battery. They are not equipped with a Memory Card. We will make every effort to make sure that the battery is charged to 100% when you initially rent the camera. We will also try to give an Instruction Manual (either paper or CD) with the rental camera. The Renter is liable for the camera and all accessories that come with the camera (battery, charger, caps, strap, etc).

### **How do I pay for a Rental?**

We will do an initial "HOLD" on your credit card for the retail price of the equipment that is rented. This HOLD is taken off when the equipment is returned. You can then pay via credit card, cash or PayPal here in the Store.

### **What are the Fees?**

Fees will only be assessed when terms of the Rental Contract are not met. We will charge Fees for Abused or Broken Equipment, Late Returns and Cancellations.

### **Why am I paying a Fee for Abused or Broken Equipment?**

We understand accidents can and will happen. That is why we offer Insurance on all of our rentals! A Fee for Abused or Broken Equipment will be assessed when the rental is returned and inspected (at the time of return, in the presence of the Renter) and is found to have damage. If you have purchased Insurance, you may only be liable for the Deductible (as outlined in the Rental Agreement). If you have Waived the Insurance, you will be responsible for the Repair or Replacement of the rental. Fees will be assessed on a case-by-case basis.

### **Why am I paying a Fee for a Late Return?**

We know that schedules can be very busy and sometimes things get forgotten but we have to keep Rentals on schedule for the next customer. Campus Camera & Imaging wants to keep everyone happy and promising a lens or camera on a date and time and not being able to deliver affects our business. Therefore, a Late Fee of \$25 per day will be assessed on equipment not returned by Noon on the return day. Even if you are 1 hour late, that can adversely affect another photographer so the Fee will be assessed at 12:01 on the return day.

### **Why am I paying a Fee for a Cancellation?**

Plans change and events are rescheduled, we understand that. That said, a Cancellation Fee of \$50 will be assessed when a lens or camera is Reserved (and therefore, not able to be rented) and then Cancelled.

*Please note, it is not our intention to have Fees but we have to try to keep the best interests of our Customers and our Business first. No Fees will be assessed unless the terms of the Rental Agreement are not met.*

### **My Rental ends on a Sunday and you aren't open. What do I do?**

We do not plan on opening on Sunday any time in the near future. For that, we cannot penalize a Renter for not being Open. We will ignore Sunday and if your Rental ends on Sunday, it will be due back on Monday at Noon.

### **Can I purchase your Rental Equipment?**

No, our Rentals are not for sale. We do sell New and Used equipment in our store so you can purchase on our sales floor. You can leave your name and number with one of our Salesmen if you would like to be contacted when we "phase out" our Rentals to replace with another.

### **Can I get a copy of this FAQ?**

Yes, this FAQ is available to everyone who rents equipment. It is also on our website, [www.campuscamera.net](http://www.campuscamera.net) to view.

### **What if my question has not been answered on this FAQ?**

Please call us at (330) 678-1297 or email at [campuscamera@hotmail.com](mailto:campuscamera@hotmail.com) with any questions regarding our Rental Program.