



**2424 Glendale Lane  
Sacramento, CA 95825  
(916) 973-9100  
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After Hours Phone  
916 869-8813**

### **New Customer Information and Deposit Requirements**

Upon delivery of ATV Video Center rental equipment, either on-site or from our facility, customer must provide ATV with a security deposit or statement of insurance coverage for the entire replacement value of the equipment being rented.

For your protection, insurance is advisable. For equipment valued is in excess of \$10,000.00, insurance is required. A security deposit in lieu of insurance may be used to cover rental packages under \$10,000.00 in value.

Security deposits may be in the form of cash, cashier's check, or credit card. ATV Video Center accepts Visa, Mastercard and American Express. Customer's credit card will be utilized to obtain a "pre-authorization" in the amount of the replacement value of the rental equipment. Your credit card must have sufficient available credit to cover the amount of the pre-authorization. (Occasionally, a pre-authorization will be automatically refused based on the amount, but this can usually be remedied with a phone call. During peak periods, it may take a few minutes to get through. Allow adequate time for check-out). Equipment cannot leave our facility without complete paperwork.

Due to credit card company procedures, release of your deposit can take up to 10 business days. To expedite release, please provide ATV with your bank's Cardholder Customer Service phone number, usually located on the back of your credit card. At the conclusion of your rental, ATV will, upon request, call your bank to verbally release the funds.

If you choose to arrange for insurance coverage, you must have your agent provide ATV with a Certificate of Insurance. This certificate must state that ATV Video Center is Certificate Holder, Additional Insured, and Loss Payee for the replacement value of the rented equipment. Please be sure your Certificate of Insurance is in our possession at least 24 hours prior to your rental so that any discrepancies may be corrected. Copies can be faxed to (916) 973-8100.

Upon delivery of ATV Video Center rental equipment, either on-site or from our facility, payment is required for COD Accounts. Payments can be in the form of cash, check or credit card. Upon rental return any item(s) not returned with order will be charged for full retail price. If item is subsequently returned, a credit will be given. We may impose a late penalty which is non refundable.

Orders cancelled within 24hours are subject to a fee of 25% of the total rental or \$25.00 minimum, whichever is greater.

If you have any additional questions about ATV Video Center, Inc. and the services we provide, please feel free to call. Specific insurance questions should be directed to a qualified insurance representative.