

## Incident Report Guidelines and Instructions

When you purchase Rental Protection Plan (RPP), Herc Rentals waives your responsibility for loss of or damage to the equipment/vehicle up to the full value of the equipment/ vehicle less applicable deductibles (certain exclusions will void RPP). Please refer to the Rental Agreement provided for specific details and exclusions.

You must fully cooperate with the Herc Rentals investigation of any incident involving the rental equipment/ vehicle. Such cooperation includes completion of an RPP Incident Report. An RPP Incident Report must be completed and provided to Herc Rentals at the time of the incident. For any questions during the rental please contact the renting location.

	Customer Submission Timeframe Requirements (From Date of Incident)
<b>Verbal Notification of Incident</b>	At time of Incident
Incident Report	3 Business Days
<b>Police Report (If Applicable)</b>	5 Business Days

If you purchased the Rental Protection Plan, you must complete and submit an RPP Incident Report to Herc Rentals within three business days of the incident occurrence.

If a police report was filed, a copy of the police report must be submitted to Herc Rentals within five business days of the date of occurrence.

The RPP Incident Report review process will not begin until all of the required documentation is received by Herc Rentals. If Herc Rentals does not receive the required documentation within the timeframe stated, there may be a delay in processing or your RPP Incident Report may be denied. Approval letters will be communicated via the email address provided on the RPP Incident Report. If denied, you will be notified by Certified Mail. The supplementary document included in this file can be used to assist you in locating the necessary information on the RA in order to complete the RPP Incident Report.

If you do not have your Rental Agreement (RA), the Equipment Inventory Control (IC)# can be found on the equipment (Ex: 999-99-9999). If you need additional assistance, please contact the renting location.

Please refer to the Terms & Conditions and Rental Protection Plan Guide for additional information. Please contact the Renting Location for any additional inquiries.

# RPP Incident Report

Today's Date MM/DD/YYYY

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Customer Details	
Customer/Company Name	Customer Telephone Number
Street Address	Customer E-Mail

Rental Details	
Rental Agreement Number EX:20020020	Location Number (US ONLY)
Equipment Inventory Control(IC) Number	Equipment Make/Model

Incident Details		
Date of Incident MM/DD/YYYY	Time of Incident HH:MM:SS	AM/PM

Location of Incident		
Street Address	City	
State/Province/Region	Postal/Zip Code	Country

Nature of Incident			
<input type="checkbox"/> Theft	<input type="checkbox"/> Vandalism	<input type="checkbox"/> Damage	<input type="checkbox"/> Other (Please Describe)

Description of Incident/Customer Statement			

Do you have the keys to the equipment/vehicle?	Was equipment exposed to corrosive material?	Was the rated capacity of the equipment exceeded?	Was the equipment being used by a trained and authorized operator?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Did equipment strike an overhead object?	Was the equipment secured with keys removed?	Was a Report filed with the applicable Public Authorities?
Yes No	Yes No	Yes No

Authority Incident Was Reported To	Report Number	Date of Report

Customer Signature	
Customer acknowledges that incident occurred during the customer's rental period.	
Customer further agrees to cooperate with investigation of incident.	

**Please submit completed form to your Herc Representative**



\*\* COPY \*\*

PH: (519) 336-4020  
526 VIDAL ST S  
SARNIA, ON N7T 2V6



14140475

MATTHEWS EQUIPMENT LIMITED O/A HERC RENTALS

EQUIPMENT RENTAL AND SERVICES

Rental Agreement #

INVOICE# 14140475-0001

GST / HST #: 140269325

BILL TO:

DATE OUT (MM/DD/YY) TIME  
11/05/21 8:00 AM  
DATE IN (MM/DD/YY) TIME  
11/05/21 12:59 PM

RENTAL PERIOD

DAYS | WEEKS | 4 WEEKS  
1 | |

JOB SITE:

CHEQ. | CASH | TERMS | CREDIT CARD  
DUE UPON RECEIPT

PROV SALES TAX # | PURCHASE ORDER # | SALES REPRESENTATIVE | ESTIMATED RETURN DATE  
11/06/21 8:00 AM

JOB PHONE | CUSTOMER PHONE | ORDERED BY AGENT | DRIVERS LICENSE #

Qty Equipment # | Day/EA | Week/EA | 4 Week/EA | Amount

1 SCISSOR LIFT 13FT 30-32IN ELEC  
800109824 Make: SKYJACK Model: SJ3219 Ser #: 22098367

IC# | Make | Model | Serial Number

SEE REVERSE SIDE OF THIS RENTAL AGREEMENT WHICH PROVIDES OTHER IMPORTANT PROVISIONS - PLEASE READ IT. Page 1

BY MY SIGNATURE I ACKNOWLEDGE I HAVE READ AND I UNDERSTAND AND AGREE TO THE PARTICULARS SET OUT ON THIS PAGE, AND EACH AND ALL OF THE PROVISIONS APPEARING OR REFERRED TO ON THE REVERSE SIDE OF THIS RENTAL AGREEMENT AS IF THEY WERE PRINTED ABOVE MY SIGNATURE, AND I ACKNOWLEDGE THE FRONT AND BACK PAGES HEREOF COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS RENTAL AND NO OTHER AGREEMENT OR UNDERSTANDING OF ANY NATURE CONCERNING THIS RENTAL AGREEMENT HAS BEEN MADE OR ENTERED INTO. PURSUANT TO THE REQUIREMENTS OF THE INSURANCE UNDERWRITERS OF HERC RENTALS, BY MY SIGNATURE, I ACKNOWLEDGE I HAVE SPECIFICALLY READ AND I UNDERSTAND AND AGREE TO THE SECTIONS OF THIS RENTAL AGREEMENT WITH RESPECT TO INSURANCE AND INDEMNITY.

I HEREBY ACKNOWLEDGE RECEIPT OF A COMPLETE COPY OF THIS RENTAL AGREEMENT

- I decline the RENTAL PROTECTION PLAN (RPP)
- I accept the RENTAL PROTECTION PLAN (RPP)

ADDITIONAL TERMS AND CONDITIONS APPEAR ON THE REVERSE SIDE HEREOF.

THANK YOU FOR YOUR VALUED BUSINESS

HER4330

SIGNATURE ("Customer")

SIGNATURE MATTHEWS EQUIPMENT LIMITED O/A HERC RENTALS ("Company")

TERMS AND CONDITIONS

- 1. Return claims are to be made for shortages within 48 hours from time of delivery.
- 2. All charges are due upon receipt of invoice.
- 3. Interest is charged at 2% per month (24% per annum) on overdue amounts.
- 4. All shipments are f.o.b. shipping branch.
- 5. Special orders: If Customer requests Company to special order equipment to rent to Customer, then Customer agrees to rent it for the minimum rental term ("Minimum Term") indicated above. If such Equipment is returned prior to the end of the Minimum Term, or if the duration of the rental of such Equipment otherwise ends prior to the expiration of such term, then Customer shall be responsible to pay rent for the entire Minimum Term of such Equipment. ADDITIONAL TERMS AND CONDITIONS APPEAR ON THE REVERSE SIDE HEREOF.