

## 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	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		

Did you return the keys of equipment/vehicle to Herc?	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**

**RENTAL CONTRACT**

\*\* COPY \*\*



**R.A. No. 32478634**

**Rental Agreement #**

HERC LOCATION: <b>S95</b>	BILL TO CUSTOMER:	SHIPPING ADDRESS:
HERC LOCATION: <b>PROTRUCK</b> <b>Branch Loc #</b> 703-753-9494	VIENNA, VA 22180	

DESCRIPTION/CHARGES

EST START: 11/01/21 9:00      EST RETURN: 1/24/22 9:00      DROP DATE: \_\_\_\_\_  
 SHIPPED BY:      ORDERED BY:      DROP TIME: \_\_\_\_\_  
 ORDER DATE: 11/01/21      SALESPERSON:      SALES COORDINATOR: \_\_\_\_\_  
 PO# / JOB#:

Qty	Equipment #	Hrs/	Min	Hour	Day	Week	4 Week	Amount
1	TRUCK PICKUP 1/2 T CREW AND CAB	4						
	800291318 Make: CHEVY Model: 1500 Ser #: 3GCUYAEF6MG137524							
	<b>IC#</b>	<b>Make</b>	<b>Model</b>	<b>Serial #</b>	ges.			

CONTINUED

**CAREFULLY READ THE TERMS AND CONDITIONS THAT APPEAR BELOW AND ON REVERSE SIDE OF THIS PAGE ("TERMS")**

**RENTAL PROTECTION PLAN.** Herc Rentals Inc. or its affiliate ("Herc") may offer the Rental Protection Plan ("RPP") for a fee to Customer on certain Equipment and for certain types of loss or damage to limit Customer's liability for property loss or damage. Customer must either show proof of property insurance as required in Section 8 on reverse side hereof or purchase RPP. In return for the RPP fee, if RPP covers such repair or replacement at time of claim, Herc agrees to waive certain claims for accidental damages to or theft of such covered Equipment occurring during normal and careful use. Customer remains liable for all other damages as set forth in the Terms. RPP IS NOT INSURANCE. If Customer accepts RPP and pays Herc the RPP fee, Herc will limit Customer's responsibility for the Equipment repair or replacement cost to \$500 or 10% of the repair or replacement cost per item, including tax, whichever is less. Upon accepting RPP, Customer agrees to pay an RPP fee equal to 15%. Customer must review the RPP Terms and Conditions posted on Herc's website at <https://www.hercrentals.com/us/programs/rental-protection-plan/terms-and-conditions.html> before deciding whether to accept RPP. TO THE EXTENT HERC DOES NOT OFFER RPP TO CUSTOMER, OR CUSTOMER DOES NOT ACCEPT RPP, CUSTOMER MUST MAINTAIN THE INSURANCE COVERAGE REQUIRED BY PARAGRAPH 8. PLEASE BE AWARE THAT IF CUSTOMER DOES NOT ELECT TO TAKE RPP AND IT ELECTS TO MAINTAIN INSURANCE COVERAGE, AND IF THE CERTIFICATE OF INSURANCE PROVIDED TO HERC TO EVIDENCE SUCH INSURANCE COVERAGE IS UNACCEPTABLE TO HERC OR THE APPLICABLE POLICIES EXPIRE, CUSTOMER AGREES THAT HERC MAY CHARGE RPP FOR ALL APPLICABLE RENTALS UNTIL SUCH TIME AS AN ACCEPTABLE AND VALID CERTIFICATE OF INSURANCE IS PROVIDED AND SUCH MATTERS ARE CORRECTED TO HERC'S REASONABLE SATISFACTION. NOTWITHSTANDING ANY NOTATION ON THE RENTAL RECORD, RPP IS NOT OFFERED ON OR AVAILABLE FOR THE RENTAL OF A PASSENGER MOTOR VEHICLE. NOTWITHSTANDING PAYMENT OF THE RPP FEE, RPP DOES NOT APPLY, AND CUSTOMER IS LIABLE FOR, ALL DAMAGES TO OR REPLACEMENT COST OF, THE EQUIPMENT, AS APPLICABLE, AND ANY ADMINISTRATIVE FEES AND EXPENSES OF HERC: (1) CAUSED BY THE EQUIPMENT BEING USED OR OPERATED IN VIOLATION OF ANY OF THE TERMS; (2) IN CASE OF NEGLIGENCE, AS DETERMINED IN HERC'S SOLE DISCRETION; AND/OR (3) IF COVERAGE IS EXCLUDED UNDER THE RPP TERMS AND CONDITIONS POSTED ON HERC'S WEBSITE.

A detailed description of fees and surcharges that may be applicable to Customer's rental can be found on Herc's website at <https://www.hercrentals.com/us/programs/services-and-associated-charges.html>. Customer agrees to pay, in addition to all rental charges, all fees and charges set forth [above] and, the following charges as applicable: (i) based on Customer's possession and/or use of the Equipment, all consumables, fees, licenses, present and future taxes and any other governmental charges, (ii) additional charges for more than one shift use; (iii) freight, delivery, pick up, transportation charges, (iv) transportation service surcharges (v) repairs and replacement per this contract, (vi) cleaning charge for Equipment returned with excessive dirt, concrete and/or paint; (vii) fees for lost keys (viii) refueling service charges, (viii) fines for use of dyed diesel fuel in on road Equipment; (ix) preventative maintenance charges and (x) emissions and environmental surcharges and fees, (xi) vehicle license fees. HERC COLLECTS THESE FEES AND CHARGES AS REVENUE AND USES THEM AT ITS DISCRETION.

THE EQUIPMENT IS RENTED BY HERC TO THE CUSTOMER PURSUANT TO THE TERMS. CUSTOMER REPRESENTS HAVING READ AND AGREED TO SAME.  
**PARAGRAPH 11 ON THE BACK OF THIS PAGE IS IN LIEU OF (I) ALL WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; AND (II) ALL OBLIGATIONS ON THE PART OF HERC TO CUSTOMER FOR DAMAGES.**  
**CUSTOMER WAIVES ALL INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, INCLUDING WITHOUT LIMITATION, THE RENTAL, MAINTENANCE, USE, OPERATION, STORAGE, ERECTION, DISMANTLING OR TRANSPORTATION OF THE EQUIPMENT.**

Customer is obligated to return the Equipment in a good, clean, and uncontaminated condition, free of any and all hazardous substances.

Customer Name \_\_\_\_\_ Title \_\_\_\_\_  
 Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

**Terms are due upon receipt Not valid without Barcode**

