

Damage Waiver and Damage Waiver Plus

Damage Waiver and Damage Waiver Plus are services designed to protect our customers from charges that may arise in the event of damage, loss or theft of HSS equipment whilst on hire. Customers are not obliged to take out either service, and in certain circumstances Damage Waiver and Damage Waiver Plus will not be available.

Damage Waiver

Damage Waiver is charged at 10% of the overall hire rate of equipment on hire. Where a customer has opted to pay for Damage Waiver, HSS will waive any cost of repairing accidentally damaged equipment.

Damage Waiver Plus

Damage Waiver Plus is charged at 15% of the overall hire rate of equipment on hire. Where a customer has opted to pay for Damage Waiver Plus, HSS will waive any cost of repairing accidentally damaged equipment and/or any cost for loss or theft of the equipment up to the value of £5,000. Any loss above £5,000 will be the customer's responsibility. In order to qualify for the waiver provided by Damage Waiver Plus the customer must also (i) be able to demonstrate that reasonable care had been taken to prevent loss; (ii) report any theft of equipment to the Police and obtain a crime reference number; and (iii) notify HSS within 48 hours of the theft.

Limitations and Exclusions

Customers are under no obligation to pay for the Damage Waiver or Damage Waiver Plus service, however if a customer chooses not to then they will be liable for 100% of the total cost of repairs for any damage to the equipment on hire. Customers choosing not to pay for Damage Waiver Plus will be liable for 100% of the total replacement cost in the event of loss or theft of the equipment on hire.

If the total value of equipment hired is greater than £5,000 then customers are advised to take out plant insurance to protect themselves against liability for accidental damage, loss or theft.

Damage Waiver or Damage Waiver Plus shall not apply, and customers shall remain liable for:

- The first £50 or 20% of the value of the loss (whichever is the greater amount) of any equipment loss claim.
- 50% of any claim for theft of equipment left unattended overnight outside a secure compound or building or stored overnight in a secured vehicle.
- Theft of consumable (resale) goods.
- Loss due to the dishonesty, wilful defect or negligence of any customer's employee, sub-contractor or agent.
- Theft from vehicles where equipment was left visible and unattended.
- Loss of equipment revealed only during an inventory.
- Loss arising from civil disturbance.
- Loss occurring outside the UK and EIRE.
- Damage resulting from tyre punctures and/or replacement due to irreparable tyre damage.
- Damage or loss caused by the Hirer's negligence, damage or breach of the relevant hire contract.
- Damage or loss caused by or contributed to as a result of the misuse, neglect, alteration, mishandling or unauthorised manipulation of equipment by the customer.