

FAQ

What do I need to have in order to rent from M & R?

We would need an ID and valid credit/debit card on file. No other operational licenses are needed.

How do rental rates work on the weekend?

It would count as a single daily rate(8 hours or less on hour meter if applicable). Please have equipment returned by no later than 8 Monday morning after weekend rentals.

Can I drop off/pickup equipment after hours?

Yes. We have a small drop lot to accommodate after hours drop off/pickup. A unique code will be given to customer upon request.

Does M&R Rental charge for fuel?

Yes. Machines will be full upon start of rental and are expected to be full upon return. Amount will be determined based on how many gallons to bring tank back to full.

Can I get insurance on rental equipment?

We offer a 3rd party damage waiver that will protect rental equipment. Rates are based on 15% of total rental. Details are in "Resources" page of website. We encourage our customers to obtain rental equipment coverage through their own carrier.

What happens if a problem occurs after normal business hours?

Please call the emergency number left on answering machine of Office phone number(770-532-3331).

What happens if it rains during my rental?

Weather is unpredictable and out of our control. Please schedule your rentals with weather in mind. (In a lot of cases, extending the rental for a weekly rate makes sense) We will be as accommodating as possible, but we typically have a schedule to maintain for the equipment.

Can I pay over the phone or on the computer with my card?

Yes. We can take card numbers over the phone, but prefer to email a secured link where you can pay on the computer and accept the terms of the contract

Can I reserve my equipment ahead of time?

Yes. We recommend letting us know when you will be needing your equipment. It helps us ensure that we have it ready

How much does delivery cost?

We charge a set rate by the loaded mile depending on what truck we bring it on. We will gladly provide a delivery quote if needed.