



Dear Valued Customer,

As our community works together to combat the Coronavirus (COVID-19) pandemic, RentalMax is closely following best practices from the Centers for Disease Control and Prevention (CDC) and Illinois authorities. Our top priority is to keep our RentalMax family, customers and partners healthy and safe. We are taking the utmost precautions to make sure our employees are healthy, that we clean and disinfect our stores and equipment, and ensure that everyone practices CDC-recommended social distancing. These steps continue to keep RentalMax employees and customers safe.

As we work to prevent COVID-19 at RentalMax, we also stay committed to providing you solutions to help get your job done. We want you to know the 8 Chicagoland RentalMax locations are OPEN to provide you with the same personalized service and great equipment you have come to expect. Whether you are working at the job site, in your house or backyard, we are working hard to make sure you have the equipment and tools you need.

We have adapted our sales and store operations in the following ways to protect you:

**We have RESTRICTED ACCESS to showrooms, rental counters and shop areas to promote social distancing to protect you and our employees.**

**Equipment rental services will be limited to DRIVE-UP and DELIVERY**

**Please call the store in advance of your arrival.**

For customers utilizing our drive-up equipment pick-up/drop-off services:

- We ask that you please **call the store in advance of your arrival** so that we can have your equipment ready.
- Customers will be able to stay in their vehicles if they come to the store, and our service team will load/unload the equipment.

For customers utilizing our delivery services:

- RentalMax will provide discounted equipment delivery to your job site or home, and take necessary steps to limit contact.
- Please call your closest RentalMax location and arrange for equipment delivery.

For all customers:

- For our customers without a RentalMax charge account, we will be accepting credit card payments by phone and cash only; we will not be accepting any checks during this time. Our customers with a RentalMax charge account will be invoiced as normal.
- Our outside sales team is limiting communication with customers to phone, videoconference and email. We respect your workplaces, including offices and jobsites, and as an alternative will provide best-in-class digital support.

RentalMax will continue to monitor developments in real-time and take every precaution to keep our team, customers and partners healthy and safe.

In uncertain times we look to our Core Values – Care, Passion, Do The Right Thing, Never Settle and Deliver – to guide us in making the best decisions for RentalMax and the communities we serve.

We appreciate your business and the opportunity to serve you.

Because we care,

**John Jeanguenat**  
President