



July 2016

Oak Environmental Inc. Rental Policies:

Oak Environmental Inc. is proud to be a supplier of quality and reliable rental equipment to our clients. Our goal is to supply our clients with equipment that best meets their project requirements, and for Oak to provide a high level of support to our clients.

We would like to take this opportunity to outline our rental agreement terms and policies for our clients to ensure there are no misunderstandings.

All rental orders or transactions from Oak are subject to the policies listed below and subject to Oaks Rental Agreement Terms document. It is our understanding that clients who rent equipment from Oak Environmental Inc. are familiar with our policies and the rental agreement terms listed below.

Rental Rates:

Oak has established rental rates that are competitive and fair within the industry. Oaks rental rates are structured as follows:

All rental equipment has a daily rate, a weekly rate, which is equal to four times the daily rate, and a monthly rate, which is equal to twelve times the daily rate.

The following schedules also apply to rentals:

Oak does not charge rental for weekends or statutory holidays.

Oak does not charge rental for the day rental equipment is shipped from Oaks' facility via courier.

Oak does not charge rental for the day equipment is picked up by a client if it is picked up after 10:00 am, and:

Oak does not charge rental for the day equipment is returned as long as the equipment is returned before 2:00 pm.

The client is deemed to be in possession of and responsible for rental equipment from the time it physically leaves Oaks' facility until the time the rental equipment is physically returned to Oaks' facility.

We have structured our rates in this manner to accommodate client field work schedules and minimize rental charges for days clients may not use the equipment. Oak believes this structure is fair to our clients and the most competitive within the industry.

Should you find rentals where we do not appear to be competitive, let us know and we will match competitors' rates if possible and/or we will consider discounts for long term rentals if negotiated in advance of the rental term.

Rental Equipment Malfunction, Damage or Failure:

In the event that rental equipment arrives to our clients damaged, or non-functioning, or malfunctions in the field, the client should contact Oak immediately and describe the issue so Oak can troubleshoot. If Oak is unable to resolve the issue over the phone, and decides the best course of action is to return the equipment to Oak, then the client will be instructed to do so. In this case Oak will add a notation to the client's rental document to stop rental charges on the date and time the problem was communicated and the equipment was determined to be non-functioning. If the client requires replacement equipment, we will send it out as soon as possible subject to our standard rental agreement rates and conditions.

If the client does not inform Oak about non-functioning equipment until the equipment is returned, the client should expect to be invoiced for the full period the equipment was in the client's possession.

Please contact Oak immediately should you have issues with non-functioning rental equipment.

Client Project Delays or Cancellations:

Oak understands that project schedules are dynamic and monitoring events are often delayed or cancelled. In the event that a client has received rental equipment from Oak, but finds the project has been delayed or cancelled, the client should contact Oak immediately to inform Oak about the delay, and make arrangements to return the rental equipment to Oak. If the rental equipment is returned unused within 24 hours, then there will be no rental charges for the equipment taken. The client is responsible for any shipping charges incurred.

If the equipment is not returned within 24 hours, the client can expect to be charged rental for the time the equipment was in the clients possession unless previous arrangements have been made with Oak personnel.

If a client determines that it is more beneficial to keep possession of the equipment because the delay is not going to be extensive, the client should contact Oak and we can negotiate a stand by rental rate which is 50% of the normal rate for the period the equipment is on stand by.

Please contact Oak immediately if a project is delayed or cancelled so we can eliminate misunderstandings regarding what charges will be forthcoming.

If Equipment Not Used By A Client Every Day It Is Out For Rent:

Oaks' rental policy and rental schedule are clearly outlined and clients should expect to be charged rental for the entire duration of time the equipment was out on rental or in possession of the client. If a client requires certain equipment during the early stages of a project and different equipment for a later stage of a project, Oak is pleased to ship equipment separately to accommodate client requirements and minimize rental charges. If a client forgets to return equipment or if there is a delay in the return of rental equipment that is out of Oaks control, the client should expect to be charged rental for the entire duration of time the equipment was out on rental or in possession of the client.

Rental Equipment Lost, Stolen, or Damaged While Out For Rent:

Rental clients assume full responsibility and are liable for any and all replacement, and/or repair costs related to loss, theft or damage of rental equipment which occurs during the entire duration of the rental period.

Altering or Cancelling Invoices or Issuing Credit Memos:

There are circumstances where Oak will issue a credit memo for processed invoices. If Oak has processed an invoice incorrectly or inaccurately, or we have deemed that it is our responsibility, we will alter an invoice or issue a credit memo at no charge to the client.

If a client requests Oak to alter an invoice or issue a credit memo for an invoice already processed due to a client related issue, including failure to not communicate a problem to Oak personnel when the equipment was returned, or a wrong job number, or invoicing should have been sent to a third party, etc., then there will be a \$50 processing fee per invoice charged to the client to make the necessary changes.

By adhering to the policies as outlined above, Oak hopes to alleviate any misunderstandings between Oak and our clients. If you have any questions, please contact Oak staff.

Oak Environmental Management

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