

Check the Equipment at pick up:

We try to make sure you have everything you need but the reality is that you are the one on set responsible for your production. Be positive you're leaving the shop with fully functional equipment complete with all necessary accessories. Look for any damage to the Equipment and have us note it on your contract. We charge batteries and we test all items when they return from rentals so that we are confident items are ready for the next rental; you still must assure yourself, however, that the Equipment works to your satisfaction, so connect the Equipment together at home to further test and become acquainted with it. **Call us *immediately*** if there is any malfunction or missing item. **Mopac Media CANNOT assume any responsibility for losses incurred due to defective Equipment in the field.**

Technical Support:

After hours, call and select technical assistance from the menu. Call this number 24-hours a day if the Equipment is malfunctioning.

Damaged or Missing Equipment:

Report defective Equipment to Mopac Media immediately upon discovery. You are financially responsible for all repair or replacement costs for damage, other than wear and tear. Additional **fees may apply** toward the entire process of parts searches, ordering, restocking and installations. Please return manuals as well: manuals cost up to \$40 to reprint.

Insurance Information:

Mopac Media does NOT insure equipment nor do we carry insurance for you to purchase. **This means that YOU are financially responsible** for the Equipment, so don't damage or lose it. You are responsible for repair and if you break it beyond repair, you buy it.

Cancellation Policy: *Cancellations with LESS THAN 48 HOURS' notice are subject to a 50% charge.*

Extensions to your schedule:

Other clients may already have the equipment reserved, so you must check with the shop to approve an extension.

Late Returns:

Pick up and return times are set when reserving your equipment. When you make a reservation, check the reservation online and make sure the dates and times are correct. Changes to reservations are immediate and reflected in the online contract. Pick up and return date and time are printed on the contract and you should check them at pick up to be sure there are no mistakes. You may be charged **the full rental rate, with no discount, for the entire rental period** if the Equipment is late.

Return Equipment the way you received it:

- Coil cables neatly with **no kinks** (kinks are hard to remove and prevent the cable from lying flat).
- DO NOT mark the Equipment with permanent ink markers or anything permanent.
- Remove dirt, mud, grass, hair, tape and other detritus from Equipment (gaffer tape can remove gummy residue)
- Covering logos, labels or BARCODES? Uncover everything, leave no residue and expect to pay for lost labels and barcodes.

What's an example of wear and tear?

Wear and Tear: A thread-bare bag that rips in the worn out place... getting scratches on an equipment case... a lighting scrim going from shiny brand new to discolored from the heat of the lamp.

Not wear and Tear (Damage): Putting an adapter on the camera incorrectly and forcing it into position, causing something to break... forcing an equipment case closed with a cable hanging out and putting a severe crimp in that cable... damage caused by a falling light stand or (worse) falling tripod.

Lights:

- **Safety first:** the protective **scrims** (looks like a wire mesh) on the open face lights **protect people** if a bulb blows and sprays molten quartz. (The protective scrims only reduce your light by 1/8 stop.)
- **You will be charged for damage to gels and bulbs.** Gels should not warp, burn or discolor. **Keep gels far enough from bulbs to avoid heat. Similarly, use care with softboxes.**
- You receive one spare bulb for each lighting fixture. Bulbs have long lives but are delicate and blow out if stands are jarred so turn off lights before moving them. Use gloves and **wipe bulbs with alcohol after replacing. Return the blown bulb.**

Legal stuff and the Fine Print:

DON'T KEEP, SELL, OR OFFER AS COLLATERAL THE EQUIPMENT RENTED FROM MOPAC MEDIA. **IMMEDIATELY REPORT** STOLEN EQUIPMENT TO THE POLICE AND MOPAC MEDIA. MOPAC MEDIA, ITS OWNER AND AGENTS ARE NOT RESPONSIBLE FOR DAMAGES, INJURIES, LOSSES, CLAIMS, OR LIABILITY OF ANY KIND OR NATURE WHATSOEVER, INCLUDING LEGAL EXPENSES ARISING FROM THE USE, CONDITION (INCLUDING, WITHOUT LIMITATION, LATENT AND OTHER DEFECTS) OR OPERATION OF THE EQUIPMENT, AND BY WHOSEVER, USED OR OPERATED DURING THE RENTAL TERM, INCLUDING AUTHORIZED AND UNAUTHORIZED EXTENSIONS. THIS INDEMNIFICATION SHALL CONTINUE IN FULL FORCE AND EFFECT DURING AND AFTER THE TERM OF THE RENTAL PERIOD FOR CAUSES ARISING DURING THE TERM OF THE RENTAL.