



When are you open?

Our headquarters is open Monday through Friday from 6:30 am to 5:00 pm and Saturday from 7:00 am to 1:00 pm.

What are the rental rates or time frames?

Depending on the item, we offer 4-hour (half-day), 24-hour (full-day), weekly, and monthly rates. Rates and time frames vary between equipment rentals. For more detailed information, please refer to the rental period description on each of our equipment pages.

How do I get a quote?

You can request a quote by email (chrisg@expert-rentals.com), phone (636-379-4933), or on our website. When sending your request, please specify the items, quantities, and dates needed. Include any notes for specialty items or requests, such as delivery location.

When do I need to make a reservation?

We recommend making a reservation as soon as possible. Reserving equipment up to 7 days in advance is suggested. However, we welcome walk-ins on a first-come, first-serve basis.

How do I make a reservation?

You can place your rental in person, by email, or by phone. Rentals can be placed Monday through Saturday during business hours.

What are your payment policies?

We accept Debit Card, Credit Card, or Check (VISA, Discover, MasterCard, and American Express). A valid driver's license is required for all rentals. For more information on refunds and account receivable customers, please see our general policies.

Tools and equipment rentals do not require a deposit. Full payment is required when the tool or equipment is picked up by the customer or delivered. A valid driver's license is required for all towed equipment.

Can I pick up the rental items?

Yes, we offer customer pickup Monday through Saturday during business hours. Certain items may require delivery by one of our rental specialists.

How far do you deliver?

Yes, Expert Rentals offers delivery and pickup of equipment for an additional fee. Rates are based on the equipment rented, the type of truck needed to haul the equipment, and the distance of the destination from an Expert Rentals location.

What is your change policy?

For tool and equipment rentals, items and quantities can be changed up to the time of customer pickup or delivery, provided the needed quantities and items are available.

What is your cancellation policy?

Tool and equipment rentals can be canceled due to inclement weather any time before the equipment is scheduled to be picked up by the customer or delivered without penalty. Once picked up or delivered, the rental period must be

returned, and the price will be reduced to the actual time used, but no less than the minimum rental period for the tool/equipment.

How does Expert Rentals charge for weekends?

If you pick up after 3:30 p.m. Friday or anytime on Saturday, it is a one-day charge until Monday morning before 8 a.m. Hour meter usage will apply on metered equipment.

For any additional questions, feel free to contact us directly or visit our website at expert-rentals.com.