

Gentle Rental Co.

An H K WYNN LLC Brand
Nashville, TN

Terms of Service & Rental Agreement

1. Overview

Welcome to Gentle Rental Co. This agreement outlines the terms under which baby equipment is rented and delivered. By placing an order, the customer agrees to all terms herein.

2. Delivery Service

Gentle Rental Co. operates as a delivery-only service. Delivery and pickup are scheduled within designated time windows. Customers will receive confirmation of their delivery address, date, and time window prior to arrival. An adult must be present during the scheduled delivery and pickup windows unless otherwise arranged in writing.

3. Access Requirements

If delivery is to a hotel, gated community, condominium, or short-term rental, the customer is responsible for ensuring access permissions are arranged in advance. Additional fees may apply if access is delayed or denied.

4. Rental Period & Use

Equipment is rented for the duration selected during booking. Items may only be used according to manufacturer instructions. Customer agrees to read and follow all safety guidelines. Misuse voids any liability protections.

5. Cleaning & Sanitization

All gear is thoroughly cleaned using non-toxic products and steam-sanitized prior to delivery. Each item is prepared with the same level of care we would use for our own child.

6. Customer Responsibility

Customer assumes full responsibility for the safe and proper use of all rented items during the rental period. Reasonable care is expected. Items should be returned in the same general condition as delivered.

7. Security Deposit Authorization

A temporary authorization hold may be placed on the customer's payment method. This is not a charge. The hold may be partially or fully captured for damage, loss, excessive cleaning, failed delivery, or late return. Holds are typically released within 24–48 hours after inspection following pickup.

8. Damage, Loss & Cleaning Fees

Customer agrees to pay the full replacement cost of any item not returned or returned damaged beyond normal wear. Excessive cleaning fees may apply for heavy debris, spills, odors, or biological messes.

9. Failed Delivery & Late Returns

If no one is available during the confirmed delivery window, additional delivery fees may apply. Late returns beyond the scheduled pickup window may incur additional daily rental charges.

10. Cancellations & Refunds

- Full refund for cancellations made more than 48 hours before scheduled delivery.
- 50% refund for cancellations made 24–48 hours before scheduled delivery.
- No refund for cancellations made within 24 hours of delivery.
- No-shows are nonrefundable.
- Orders canceled within 1 hour of purchase are eligible for a full refund.

11. Liability

Gentle Rental Co. is not liable for injuries or damages resulting from misuse, lack of supervision, or failure to follow manufacturer instructions.

12. Agreement

By checking the Terms box at checkout and completing an order, the customer agrees to all conditions in this document.

Thank you for choosing Gentle Rental Co. We are committed to providing clean, safe, high-quality gear for your family's stay in Nashville.