

# Gentle Rental Co.

An H K WYNN LLC Brand - Nashville, Tennessee

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## ***Terms of Service & Rental Agreement***

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 the terms contained within this agreement.

### ***1. Delivery Service***

Gentle Rental Co. operates as a delivery-only baby equipment rental service serving the Nashville area. Delivery and pickup occur within designated service windows selected during booking. Customers receive confirmation of delivery address, date, and time window prior to arrival. An adult must be present during delivery and pickup unless other arrangements are confirmed in writing.

### ***2. Access Requirements***

If delivery is scheduled to a hotel, condominium, gated community, vacation rental, or other managed property, the customer is responsible for confirming access permission with the property in advance. Gentle Rental Co. is not responsible for denied access or delays caused by property policies. Additional delivery attempts or delays may incur additional service fees.

### ***3. Rental Period***

The rental period begins at the scheduled delivery window and ends at the scheduled pickup window selected at booking. Items remain the property of Gentle Rental Co. at all times.

### ***4. Equipment Use & Safety***

All equipment must be used in accordance with manufacturer instructions and safety guidelines. The customer assumes full responsibility for safe use of all rented items. Equipment may not be modified, altered, or used for purposes other than its intended design.

### ***5. Cleaning & Sanitization***

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

### ***6. Customer Responsibility***

The customer assumes responsibility for the equipment for the duration of the rental period. Items should be kept indoors when not in use and protected from weather, sand, excessive dirt, food spills, and other avoidable damage.

### ***7. Security Deposit***

A refundable security deposit is collected at checkout and held by Gentle Rental Co. The deposit is separate from the rental fee and may be applied toward damage, loss, excessive cleaning, failed delivery, or late return.

Following pickup and inspection of equipment, deposits are typically refunded within 24-48 hours if items are returned in the same condition in which they were delivered.

### ***8. Damage, Loss & Cleaning Fees***

The customer agrees to pay the full replacement cost of any item that is lost, stolen, or damaged beyond normal wear. Additional cleaning fees may apply for heavy debris, stains, odors, or biological messes.

### ***9. Failed Delivery & Late Returns***

If delivery cannot be completed due to customer absence or denied property access, additional delivery fees may apply. Late returns beyond the scheduled pickup window may incur additional daily rental charges.

### ***10. Photo Documentation***

Gentle Rental Co. reserves the right to photograph equipment before delivery and after pickup to document condition for inspection and damage verification purposes.

### ***11. Cancellation Policy***

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

### ***12. Limitation of Liability***

Gentle Rental Co. is not liable for injury or damage resulting from misuse, improper installation, lack of supervision, or failure to follow manufacturer instructions.

### ***13. Force Majeure***

Gentle Rental Co. shall not be held responsible for delays or service interruptions caused by weather events, travel disruptions, natural disasters, or circumstances beyond reasonable operational control.

### ***14. Governing Law***

This agreement shall be governed by and interpreted in accordance with the laws of the State of Tennessee.

### ***15. Agreement***

By completing an order and accepting these terms at checkout, the customer acknowledges that they have read and agreed to this rental agreement.

Warmly,

*Gentle  
Rental Co.*

Gentle Rental Co.

Authorized Representative

An H K WYNN LLC Brand

Nashville, Tennessee

[gentlerentalco.com](http://gentlerentalco.com)  
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