



Receiving Rental Gear

When you receive your rental equipment, please do the following:

1. **Save the box:** Save the box the gear arrives in for the return of the gear after your rental.
2. **Save the Return Label(s):** Inside the box, in an envelop, is the return label for your gear. Please save this label(s).
3. **Try the gear on ASAP:** To ensure the gear fits well enough to function, please try on all your gear. If the gear is large use the take-up straps on the jacket or pant to take in extra fabric. We can never guarantee a perfect fit and size up to get the closest sizing we can at the time of selecting gear.
4. **Swap for another size:** If your gear will not work for you, call 866-657-0111 ASAP to request another garment. Please provide specifics about what size change(s) you need. Replacement garments can take 3-5 days to arrive.
5. **Returning your gear:** At the end of the rental, please place the Return Shipment Label directly over the existing label on the box you saved. If any other barcode is visible on the box, please cross out with a black magic marker. Call **FedEx on 800.463.3339** or go to **FedEx Return Package Pickup** on the web to schedule a pickup for a pre-paid return label.
6. **The clock is ticking:** Please return the gear within 5 days of the end of your rental period. Additional monthly fees are assessed for equipment returned past the grace period. If you need to extend your rental, please call 866-657-0111 in advance to notify us of the change.

Turnout rental equipment condition:

- Turnout rental garments are heavily used and worn due to training conditions.
- Some rental garments may have significant patching.
- Some Turnout jackets have a Face Mask pouch on the front right chest to comply with other regional market requirements. The pouch cannot be removed.
- All equipment is inspected and repaired per the NFPA 1851 standard.

Thank you for your consideration.

The Gear Wash Rental Team

Last Updated: 02/01/2018