



Reusable Moving Tote Rental Agreement

Customer use and rental terms for Thunder Totes moving totes, dollies, delivery, pickup, deposits, security authorization, and replacement charges.

Business	Thunder Totes
Website	www.thundertotes.com
Phone	(360) 941-8660
Service Area	Skagit County and nearby areas



Thunder Totes Rental Agreement

This Rental Agreement is entered into between Thunder Totes ("Company," "we," "us," or "our") and the customer named on the reservation or order form ("Customer," "you," or "your"). By placing an order, accepting delivery, submitting payment, or using the rental equipment, Customer agrees to the terms below.

1. Rental Items

Thunder Totes rents reusable moving equipment, which may include reusable moving totes, attached lids, moving dollies, hand trucks, labels, and other rental items listed on the order.

All rented items remain the property of Thunder Totes at all times.

2. Rental Period

The standard rental period is one week unless otherwise stated on the order.

The rental period begins on the scheduled delivery date or pickup date, whichever applies to the order, and ends when all rented items are returned to and accepted by Thunder Totes.

Customer may request an extension before the scheduled pickup date. Extensions are subject to availability and additional rental charges.

3. Payment, Taxes, and Card on File

Payment is due before delivery unless Thunder Totes agrees otherwise in writing.

Customer agrees to pay the rental package price, additional totes, additional dollies, delivery or pickup fees if applicable, extension fees, late fees, replacement costs for missing items, damage or cleaning fees, sales tax, and any other applicable taxes or charges.

Customer authorizes Thunder Totes to keep a credit card, debit card, or other approved payment method on file as security for the rental order. The card on file may be charged for unpaid balances, late fees, replacement costs, damage fees, cleaning fees, failed pickup fees, return trip fees, and other amounts owed under this Agreement.

4. Deposit / Security Authorization

Thunder Totes may require a refundable deposit, card authorization, security hold, or card on file before delivery.

A card on file or security authorization is intended to protect Thunder Totes against missing totes, missing lids, missing dollies or equipment, damaged equipment, excessive cleaning, late return fees, collection costs, and unpaid rental charges.

If a separate refundable deposit is collected, any remaining deposit balance will be refunded after all rented items are returned, counted, inspected, and accepted by Thunder Totes. Card authorization holds may be subject to the rules and time limits of the card processor or issuing bank.



5. Delivery

Customer is responsible for providing accurate delivery information, including address, access instructions, gate codes, building entry instructions, elevator access, and any known delivery limitations.

Customer must ensure there is a safe and accessible place for delivery.

If Customer is not present at delivery, Customer authorizes Thunder Totes to leave the rental items in the location provided by Customer or in a reasonable location at the delivery address. Once the items are delivered, Customer is responsible for loss, theft, damage, or unauthorized use.

Thunder Totes may photograph delivered items to confirm delivery condition and count.

6. Pickup

Customer must provide a correct pickup address and any access instructions needed for pickup. If the pickup address differs from the delivery address, Customer is responsible for notifying Thunder Totes before the scheduled pickup.

Customer must have all rental items empty, clean, closed, stacked, and ready for pickup at the scheduled pickup time.

Items must be accessible without moving furniture, entering unsafe areas, searching through the property, or waiting for packing to be completed.

If items are not ready or accessible at pickup, Customer may be charged a failed pickup fee, additional rental days or weeks, a return trip fee, and/or late fees.

Thunder Totes may photograph returned items to confirm pickup condition and count.

7. Customer Responsibility for Rental Items

Customer is responsible for all rental items from the time of delivery until they are picked up and accepted by Thunder Totes.

Customer agrees to use the items only for normal household, office, or moving purposes; keep the items reasonably clean and dry; keep totes and equipment secured; return all items in substantially the same condition received; not sell, loan, sublease, give away, alter, paint, mark, cut, drill, or modify the items; and not leave items exposed to theft, vandalism, fire, flooding, or unreasonable weather conditions.

Customer agrees not to use the items for trash, hazardous materials, wet goods, liquids, chemicals, food waste, pet waste, soil, oil, grease, paint, concrete, sharp debris, or other damaging materials.

8. Prohibited Use

Customer may not use Thunder Totes rental items for hazardous materials, chemicals, flammable materials, garbage or refuse, food waste, medical waste, pet waste, wet or leaking items, illegal items, or any use that may damage, contaminate, or create unsafe conditions.

Thunder Totes may refuse pickup of items that are unsafe, contaminated, or improperly packed until Customer corrects the issue. Additional fees may apply.



9. Weight Limits and Safe Use

Customer agrees not to overload totes, dollies, or other equipment.

Customer is responsible for safe lifting, packing, stacking, and moving. Customer should use reasonable care and avoid packing totes so heavily that they cannot be safely lifted or moved.

Thunder Totes is not responsible for injury, property damage, or loss caused by Customer's packing, lifting, carrying, loading, unloading, stacking, or use of rental items.

10. Missing, Damaged, or Dirty Items

Customer agrees to pay for missing, damaged, or excessively dirty items.

Typical replacement or damage charges may include missing or destroyed tote: \$45 per tote; missing or damaged lid: \$20 per lid; missing or destroyed dolly: replacement cost plus \$25 handling fee; excessively dirty tote: \$10 to \$25 per tote; contaminated tote: replacement cost; labels, accessories, or other items: replacement cost.

Thunder Totes may update replacement prices from time to time based on actual replacement cost.

Normal wear and tear is expected and will not be charged to Customer.

11. Late Returns

If Customer does not return items or make them available for pickup on the scheduled pickup date, additional charges may apply.

Late charges may include an additional weekly rental charge, daily late fee, failed pickup fee, return trip fee, and/or collection costs.

Failure to return rental items may be treated as missing equipment, and Customer may be charged replacement cost.

12. Cancellations and Rescheduling

Customer may cancel or reschedule by contacting Thunder Totes before the scheduled delivery date.

Suggested cancellation policy: more than 48 hours before delivery - full refund; 24 to 48 hours before delivery - refund less scheduling/processing fee; less than 24 hours before delivery - rental may be non-refundable; after delivery - no refund of rental fee.

Thunder Totes may reschedule delivery or pickup due to weather, road conditions, vehicle issues, safety concerns, illness, or other circumstances outside reasonable control.

13. Delivery Area and Extra Fees

Base pricing may include delivery and pickup within Thunder Totes' core service area.

Additional delivery or pickup fees may apply for locations outside the core area, including remote areas, ferry routes, difficult access, multiple flights of stairs, restricted parking, or long walking distances.



14. Property Access

Customer grants Thunder Totes permission to enter the driveway, porch, garage area, lobby, loading area, or other agreed delivery/pickup location for the limited purpose of delivering and retrieving rental items.

Customer is responsible for obtaining any necessary building, landlord, HOA, elevator, loading dock, parking, or property access approvals.

15. Assumption of Risk

Customer understands that moving, lifting, carrying, loading, unloading, and stacking totes and equipment involve risk.

Customer assumes responsibility for safe use of the rental items and agrees to use reasonable care.

Thunder Totes is not responsible for personal injury caused by Customer's use or misuse of rental items, damage to Customer's property caused by packing or moving, damage to floors, walls, doors, elevators, vehicles, or other property caused by Customer or third parties, or loss or damage to Customer's belongings placed in or near the totes.

16. Limitation of Liability

To the fullest extent permitted by law, Thunder Totes' liability is limited to the amount paid by Customer for the rental order.

Thunder Totes is not liable for indirect, incidental, special, consequential, or punitive damages, including delays, lost income, lost opportunity, moving delays, property damage caused by third parties, or damage to Customer's contents.

17. Indemnification

Customer agrees to defend, indemnify, and hold harmless Thunder Totes, its owners, employees, contractors, agents, and representatives from claims, damages, injuries, losses, liabilities, fees, and expenses arising from Customer's use or misuse of rental items; Customer's breach of this Agreement; unsafe packing, lifting, moving, loading, unloading, or stacking; damage caused by Customer, movers, family members, guests, tenants, employees, contractors, or third parties; and loss, theft, or damage to rented items while in Customer's possession.

18. No Transfer or Sublease

Customer may not transfer, rent, sublease, sell, lend, or give the rental items to another person or business without written permission from Thunder Totes.

19. Abandoned or Unreturned Items

Rental items not returned by the scheduled pickup date remain Customer's responsibility.

If Customer fails to return items after demand, Thunder Totes may charge Customer for replacement cost, late fees, collection costs, and any other unpaid amounts.



20. Collections and Charge Authorization

Customer authorizes Thunder Totes to charge the payment method on file for unpaid rental charges, deposits, late fees, replacement costs, damage fees, cleaning fees, failed pickup fees, return trip fees, and other amounts owed under this Agreement.

Customer agrees to pay reasonable collection costs, chargeback fees, court costs, and attorney fees if Thunder Totes must collect unpaid amounts.

21. Weather, Delays, and Force Majeure

Thunder Totes is not responsible for delays or failure to perform caused by weather, road conditions, accidents, vehicle breakdown, illness, natural disasters, labor disruptions, utility outages, government restrictions, or events beyond reasonable control.

Thunder Totes will make reasonable efforts to reschedule affected deliveries or pickups.

22. Photos and Documentation

Thunder Totes may photograph rental items at delivery and pickup to document item count, condition, location, damage, cleanliness, or access issues.

Photos are for business documentation and dispute resolution.

23. Entire Agreement

This Agreement, together with the order form, invoice, website terms, and any written communications confirming the rental, represents the entire agreement between Thunder Totes and Customer.

If any part of this Agreement is found unenforceable, the remaining terms will remain in effect.

24. Governing Law

This Agreement is governed by the laws of the State of Washington.

25. Customer Acknowledgment

By placing an order, submitting payment, accepting delivery, or using Thunder Totes rental items, Customer acknowledges that they have read, understood, and agreed to this Rental Agreement.



Customer Information

Customer Name _____

Phone _____

Email _____

Delivery Address _____

Pickup Address _____

City / State / ZIP _____

Delivery Date _____

Pickup Date _____

Package Selection

☐ Small Move - \$129/week	20 reusable moving totes + 1 moving dolly
☐ Apartment Move - \$179/week	30 reusable moving totes + 1 moving dolly
☐ House Move - \$279/week	50 reusable moving totes + 2 moving dollies

Additional Totes (\$5.00 ea.) _____

Additional Dollies (\$20.00 ea.) _____

Deposit Amount \$ _____

Rental Amount \$ _____

Sales Tax \$ _____

Additional Fees \$ _____

Total Amount Due \$ _____

Card on File / Security Authorization

Customer authorizes Thunder Totes to keep a card on file as security for the rental order. The card on file may be charged for unpaid balances, late fees, missing or damaged rental items, excessive cleaning,



failed pickup fees, return trip fees, replacement costs, and other amounts owed under this Agreement.

Card authorization / last four digits: _____ Customer Initials: _____

Agreement Acknowledgment

☐ I have read and agree to the Thunder Totes Rental Agreement, including responsibility for late, missing, damaged, or dirty rental items.

Customer Initials: _____

Customer Signature

Customer Signature _____

Printed Name _____

Date _____

Thunder Totes

Authorized
Representative _____

Date _____