

BCS RENTALS

DRIVER HOTLINE and RENT-TO-OWN FAQs

615-624-8841 - FOR DRIVER USE ONLY

We have established a dedicated email address and phone hotline as convenient ways for drivers to contact the rental office and get quick support on building rental topics such as used building pickups and returns, dry runs, moves and invoices. We have also created a list of rent-to-own FAQs that will answer most day-to-day questions.

615-624-8841 is the dedicated driver hotline, which will be actively monitored during our normal business hours of 8am to 5pm CST, Monday through Friday. Drivers may call this number at any time and are encouraged to leave a voicemail if the call isn't answered. Voicemails left during business hours will be returned promptly. Voicemails left during non-business hours will be returned the following business day.

Vip@werentsheds.com is a dedicated email address for dealers and drivers to use when requesting support on rent-to-own topics. Please email any needs/questions to this email address, and we will gladly reply.

RENT-TO-OWN FAQs

WHAT DO I DO WHEN I RECEIVE A PO TO PICKUP A BUILDING?

- Confirm receipt of the PO with the Rental Company by calling the hotline or emailing vip@werentsheds.com.
- Confirm that the address for the attempt is in your territory and alert the Rental Company immediately if not
- Provide a date for planned attempt and update if that date isn't maintained
- Call the hotline 24 hours prior to attempting a pickup to verify that the pickup or move is still good

WHAT DO I DO IF I AM UNABLE TO RETRIEVE THE BUILDING (Dry run)?

- Take photos that tell the whole story of the obstacles (vehicles, fence, locked gate, equipment, electricity, etc.) stopping you from retrieving the building – The more detailed the photos the better.
- Call from the property, as we may be able to reach the customer/property owner to address the obstacles or provide alternatives that result in retrieval
- Leave NOAR (Notice of Attempted Retrieval) at the property and email the photos and an invoice for the dry run to vip@werentsheds.com

WHAT DO I DO IF I RETRIEVE THE BUILDING?

- Immediately contact the Driver hotline or email vip@werentsheds.com with the inventory #, customer name and sales lot that will be receiving the used building.
- Email the invoice to vip@werentsheds.com.
- Use the hotline or vip@werentsheds.com email to discuss any charges over and above the pickup fees prior to being incurred. Please provide as many details as possible. Ex. Mileage, reimbursable pilots, other extenuating circumstances. The Rental Company will pay mileage over 30 miles one way from the closest sales lot to the building location.

WHAT IF A CUSTOMER WANTS TO MAKE A PAYMENT WHEN I ARRIVE AT THE BUILDING LOCATION?

- A customer may make a payment by using the online system or calling the Rental Company. We are happy to confirm that the associated payment has been received.
- A customer may provide cash only to the driver for past due amounts. Please deposit the funds and mail a check to the Rental Company with all funds received.
- If a customer pays the Rental Company while the Driver is at the property or within 24 hours of the attempt, then the Driver may invoice the Rental Company for a \$100 collections fee. Please submit the collection fee on a corresponding invoice.

WHAT IS THE PROCESS FOR COMPLETING A MOVE?

- The Rental Company will email you a Move Order with the customer information and details of the move.
- Drivers are responsible for contacting the customer and establishing a price for the move and a schedule
- Drivers need to collect all funds from the customer for the move
- Notify the Rental Company that the move is complete and provide the accurate address