

## **DEALER HOTLINE and RENT-TO-OWN FAQs**

### **615-307-7003 - FOR DEALER USE ONLY**

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

**615-307-7003** is the dedicated dealer hotline, which will be actively monitored during our normal business hours of 8am to 5pm CST, Monday through Friday. Dealers 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](mailto: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 A USED BUILDING IS RETURNED TO MY SALES LOT?**

- As soon as a building is returned to your sales lot, please request a price for the used building by sending an email to [vip@werentsheds.com](mailto:vip@werentsheds.com) or calling the Dealer Hotline. Be sure and provide the inventory number.
- Assess the returned building for condition and contents. If a returned building has contents inside or needs a clean-out or repairs, then please proceed to steps below.

#### **WHAT IF THE BUILDING HAS PERSONAL BELONGINGS LEFT INSIDE?**

- If the contents are trash and have no value, please dispose of the items.
- If the items have value, then please keep them secure for 30 days before disposing of them. You may sell the building, but please place the items of value in a secure location so they may be claimed by their owner.

#### **HOW DO WE BILL FOR CLEAN-OUT?**

- First determine the time needed to clean out the building.
- **15 MINUTES OR LESS** – If a quick repair or clean-out will quicken the resale of the building, we request that you handle this directly and without submitting any charges.
- **MORE THAN 15 MINUTES** – If the needed repairs and/or the clean-out will take more than 15 minutes, the rental company will reimburse you at a rate of \$25/hour plus dump fees.
- **MORE THAN A FEW HOURS** - If a cleanout is going to take more than a few hours, please send pictures to [vip@werentsheds.com](mailto:vip@werentsheds.com) for approval prior to cleaning the building out. If a dumpster is needed, please provide pictures and a quote prior to clean-out.
- Once the building is cleaned out, please send an invoice including dump receipts to [vip@werentsheds.com](mailto:vip@werentsheds.com) for reimbursement.

#### **WHAT IF THE BUILDING NEEDS REPAIRS?**

- If a building has structural damage, then please send pictures with the inventory number and a description of the damage to [vip@werentsheds.com](mailto:vip@werentsheds.com). The rental company will submit a repair order to the manufacturer. Non-structural concerns may also be sent to [vip@werentsheds.com](mailto:vip@werentsheds.com) for consideration of additional discounting.

#### **A CUSTOMER HAS MADE AN OFFER ON THE BUILDING, WHO DO I CONTACT?**

- Please contact the Dealer hotline at 615-307-7003 or email [vip@werentsheds.com](mailto:vip@werentsheds.com).

#### **WHAT IF THE DOOR IS LOCKED AND WE DO NOT HAVE A KEY?**

- Please check with the driver first to see if he is able to replace the doorknob/lock. If not, then please submit to [vip@werentsheds.com](mailto:vip@werentsheds.com) and we will submit a repair claim to the manufacturer.