



# PICK-UP/DROP-OFF PROCEDURE

## Paperwork

- All paperwork must be submitted before arriving to pick up. Orders will not be released without a credit card on file and equipment insurance for the rental. The accounting department closes promptly at 4:45pm so submit all paperwork is submitted by 4:45pm.
- Please [create an account](#) on our rental system so that you can easily access your invoices.

## Parking and Loading In/Out

- Shop hours are from 8:30am – 6pm. All returns are due back by 10am on the return date.
- Parking on 27<sup>th</sup> Street is commercial only and metered so you must feed the meters to avoid parking tickets. If you have outstanding tickets or violations, the traffic cop will register them and they will boot your vehicle.
- There is no loading dock. Please bring a lift gate vehicle as needed.
- Send at least two people if you have a large order to load. We are not always staffed to help load or unload your vehicle.
- The client is responsible for all loss and damage during transportation so it is important to come prepared with the right size vehicle and enough crew members to secure equipment with straps or sashcord.

## Building Instructions

- The Camera Prep department is on the 3<sup>rd</sup> floor through the lobby door. G&E is through the storefront on the ground level. If you have orders from both departments you will need to go to each department to pick up orders separately.
- To access the third floor, use the intercom at the lobby for camera prep and at the freight entrance for camera returns.
- Do not wheel hampers out through the passenger lobby of the building. There is a freight elevator on the west side of the building for loading camera gear in and out.

## Checkout Procedure

- We require that you send a professional camera assistant to check all lenses and cameras before pickup.
- If you do not plan to do a G&E check out, please let us know and we will test each light during prep
- Briese and truck rentals have additional vetting procedures which must be completed before leaving with the equipment or truck.