

**UPDATED FEES AND POLICIES IN EFFECT JAN 1<sup>ST</sup>, 2024**

<p><b>Membership Fees:</b></p>	<p>Membership Fees are based on each agency’s annual budget. Fees are due with the first tool order of each calendar year.</p>
<p><b>Tool Handling Fees:</b></p>	<p>Member Agencies pay a Tool Handling Fee equal to <b>5%</b> of the retail value of each tool borrowed per week. Tools may be borrowed from 1 week, or less, to eight weeks at a time. All handling fees are based off a one week borrowing rate. Handling fees</p>
<p><b>Late Fees:</b></p>	<p>Overdue tools accrue weekly late fees of <b>10%</b> of the retail value for each overdue tool until the tools are either returned, replaced, or ToolBank Staff is notified the tool is lost. Late fees accumulated in the time it takes to notify toolbank staff that items are lost still apply.</p>
<p><b>Replacement Fees:</b></p>	<p>Replacement fees are charged in the event a tool is declared lost, parts are missing, or the tool is broken due to misuse or abuse. We do not charge replacement fees for tools broken during their intended use, so long as the broken tool is returned. We accept replacements for lost tools. ToolBank reserves the right to decline replacements.</p>
<p><b>Rush Tool Order Fees:</b></p>	<p>Tool Orders must be placed <b>at minimum 48 hours</b> prior to the intended pickup date...                  Rush fees are applied to orders placed within the following time frames:                  - Less than 48 hours: <b>\$25.00</b>                  - Less than 24 hours: <b>\$50.00</b></p>
<p><b>Cleaning/Maintenance Fees:</b></p>	<p>Agency’s will be charged a <b>\$25 cleaning/maintenance fee, for each hour of labor</b> staff is required to clean or repair items that are returned unclean or damaged. Tools returned with irremovable substances on them will result in replacement fees.</p>
<p><b>Laundering Fees:</b></p>	<p>There will be a <b>\$5.00</b> cleaning fee per tablecloth that is returned unwashed.</p>



- **Holding Fees for Tool Orders:**

Removing special events equipment (Chairs, Tables, Tents, AV Equipment, etc.) with less than a **48-hour notice** will be charged a processing fee of **\$25.00**. This fee is to recoup the lost funds from altered orders that otherwise would have been reserved by other member agencies.

- **Cancellation Fees for Tool Orders:**

Tool Orders cancelled with less than 48 hours' notice will be charged a cancellation fee of **50% of the total tool handling cost**. This covers both a holding fee for the tools/equipment as well as the labor involved with prepping your order.

- **No Call, No Show - Tool Pick-Ups:**

Agencies are required to reschedule if they are unable to make their appointments. In the event member agencies miss their scheduled pickup appointment without notifying ToolBank staff, orders will be held for 48 hours (if applicable). If appointments are not rescheduled within this time frame, the tool order will be cancelled, and members will still owe the **full tool order handling fee**. If agencies do reschedule within the 48-hour period, the already scheduled return date stands and there will be **no extension of borrowing periods** for any items.

- **Overdue/Unpaid Invoices:**

Payment for annual membership fees and tool orders are due at the time of pickup. In the event an agency has two or more overdue/unpaid invoices, the agency will be listed as **flagged** until all overdue and unpaid orders are settled. Flagged agencies will not be able to place or pickup tool orders until payment is provided for all open invoices.