22 Military Rd
Steenberg
Cape Town
7945
(021)2001960

118 Victoria Road
Southfield (HQ)
Cape Town
7800
Tel: (021) 7055034
(Fax: (021) 7055027
EMAIL: info@hireourtools.co.za

Hire Our Tools (PTY) LTD
Reg No:99/16279/07 VAT 4090185309

Introductory Letter:

Welcome to our company established in 1998.

- *Affordable, Reliable, Convenient* are three key words we concentrate on to offer you possibly the widest selection of tools or advice in Cape Town.
- We have two branches:
  - 118 Victoria Road, Southfield
  - 22 Military Road, Steenberg.
  - Remember we deliver anywhere, even as far as Clan William.
- Our fantastic Hire Management System logs order numbers, site addresses, delivery instructions, collection instructions and contact details and any other special instructions on each invoice to help you manage your hire profile.
- And now our new Mobile app (launching on 1st March 2017) will allow you to:
  - check prices
  - get valuable information on each type equipment – for onsite training of operators
  - view your account balance "live"
  - manage you profile - it shows you which tools are on which site
- We provide equipment that is clean and in good working order.
- Equipment on long term hire is sometimes not used for a day. Send an email to inform us and it will be booked "*off-hire*" for that specific day.
- We do offer a repair service for your own equipment.
- We also offer a full range of construction equipment and tools for sale.

Loyalty Discount

This discount programme automatically rewards you with Discounts when you pay on time.

HOW DOES IT WORK?

For every R2000 spent on hire items and paid on time,
your discount will automatically **increase** by 2%
(up to a maximum of 10%) per annum.
Discounts are credited to your hire profile for future hires.
T&C's apply – check online

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How to go about hiring?

(1) Clients request a tool (2) We make sure it is the correct tool for the application (3) The client pays for the hire + a deposit and the machine is issued (4) The client returns the tool and the deposit is paid back.

A little more Detail to the 4 points above:

1. First time clients need to visit a store, provide positive ID and a proof of residence. Please contact us regarding the valid documentation required. Please understand the risk nature of our business.
2. It is important that the correct tool for the job is issued, this is to avoid unnecessary charges due to damage or abuse. It is critical that the operator is competently trained for safety sake and to prevent damages. We take time to check and show you that the tool is in good condition and how to operate the tool.
3. All hires are paid for in advance as well as the required deposit (the deposit is to cover incidental costs – maybe an extra day's hire or minor damage to a tool)
4. When the tool is returned, we do a thorough check, and if any deposit is due this is paid back to the client or the deposit may be left with us towards a future hire.

Deposit Account (COD)

It works much like prepaid cell phone, you prepay for the hires you intend making – we deduct the hire charges incurred and we will refund the balance or carry it forward towards a future hire.

Credit Account

You will need to complete a Credit application.
(you can find all applications online at www.toolhirecapetown.co.za under the useful information section)
Account Clients have the privilege of paying by the 5th of the next month.
You will receive a statement at the end of every month, reflecting all hires during that month.

You are always welcome to pop in at the office, any compliments are appreciated, suggestions considered and complaints will be promptly sorted out!
Regards,

Stephen Vosloo
Managing Director.