

See Rental Terms and Conditions at [FujifilmProRental.com](http://FujifilmProRental.com) for the limitations and terms applicable to your rental.

### How does it work?

Contact one of our Pro Rental representatives and choose how long you think you will need the rental. They will help you through the process. We can ship to your residence or a place where you will be (some restrictions apply). **SAVE THE PACKING!** When your rental is done, pack up the items you received in the same box and with the same packing materials and follow the instructions enclosed with your rental packet. Once we receive the rental back in, we will inspect and clean everything. Barring any damage or missing items- your rental is complete!

### What is the condition of your rental equipment?

We test, calibrate, and clean all equipment after every order. There may be scuffs, scrapes and other minor cosmetic flaws, but each item is checked to factory specs before it leaves our facility. If an item is damaged in shipping and arrives in unusable condition, please contact us immediately! We will help get you replacement gear as soon as possible!

### Can I rent more than one item for different durations?

We do not allow multiple rentals for multiple durations on the same order. You would need to place separate orders for separate durations (start/end dates).

### When does my rental time start?

Your rental clock starts on the day the shipper makes their first attempt to deliver your rental. If you miss the delivery, your rental still begins on the day the carrier first attempted the delivery.

### When does my rental end?

If your rental is for 3 days beginning on a Friday, it will end on a Monday. If your rental begins on a Monday for 7 days, it will end on the following Monday. The paperwork you receive with your rental will note the return date.

### What comes with a rental?

All camera bodies rented will come with a strap, and body cap. We will also supply all standard accessories that were sold with body.(except T1 flash). All lens rentals will come with front and back lens caps. If you need any other accessory items, please do not hesitate to ask. We will try to accommodate you the best we can. You are expected to return all accessories provided, including all lens caps.

### Is a Manual provided with my rental?

Yes, we do supply manuals. Manuals are also available on line at [www.fujifilmusa.com/products/digital\\_cameras/](http://www.fujifilmusa.com/products/digital_cameras/).

### May I extend my rental?

You simply need to call us prior to your return date to arrange for an extension. Approved extensions will be confirmed in writing, by email. The extra charge will depend on the amount of time for the extension. However, if someone else has already placed an order for your item and is awaiting its return, we will not be able to approve the requested extension and we will need you to return the rented item by the original return date in order to fulfill the next order.

### Can I take the rental outside the US?

Yes you can! Please keep the invoice with the gear as customs may want to charge you tax, falsely assuming you purchased the equipment outside the US. You are responsible for any customs issues, and you are still responsible to return the equipment (on time) if you take it outside the US. All rental items must still be returned to the shipping provider within the US. You may NOT return your rental at an international hub or Fujifilm location.

### May I rent a Fujifilm product not currently on the list of rental products?

Please contact us and let us know what you want to rent. We will make every attempt to accommodate you the best we can.

### What happens when my rental ends on Sunday?

Your equipment is due for return at our facility by close of business (EST) on the next day (Monday).

### What if I accidentally leave my SD card in a rental?

As stated in our Rental Terms and Conditions, we cannot be responsible for any personal accessories returned with the rental, including SD cards. With that said, upon inspection if a memory card is found in the camera we will attempt to contact you via email. You will be responsible for any shipping charges to return the SD card to you.

### What forms of payment do you accept on orders?

We accept: VISA, MasterCard, and American Express. An extra charge may be applicable to debit card transactions, due to bank fees. Our system is only able to process payments from cards issued in the United States that have a US based billing address. We do not accept pre-paid cards, gift credit cards, virtual card numbers or temporary bank cards. Prepayment of the entire rental amount is required before the rental unit(s) will be shipped to you.

### When is my credit card charged?

Your card is charged prior to the rental being shipped to you.

### Do you charge taxes?

Tax is assessed based on your delivery address.

### Are there late fees?

As stated in our Rental Terms and Conditions, we do charge late fees for any rental equipment which is not received at our facility by close of business on the return date.

### Can I cancel my pending reservation?

You can cancel a rental as long as you contact us (and we confirm cancellation with you) before the rental has shipped. In the event of a cancellation prior to shipment, there will be no charge. If the rental has shipped, then you will be charged the 1 day rental rate. In that event, you will need to accept the delivery from the shipper and then use the enclosed return tag that same day. If not placed in the shippers hand the same day, then you will be charged the \$30 per unit per day rate for each day until we receive the equipment back from you.

### What if a dealer sends in my camera for repair? Can I still receive a rental?

Yes you can. Your dealer would have to provide you with a tracking number that your camera was shipped to Fujifilm for repair. When you call to procure your rental, please provide the tracking number to the Rental Rep so you are charged the rental rate applicable to repair customers.

### What carrier do you use?

We use FedEx to ship our rentals.

### Is signature required?

Yes, a signature is required on all packages for security purposes.

### Where do you ship?

We ship only within the United States. Hawaii & Alaska will add an additional day on to the shipping, so figure this into your rental time needed. An additional \$10 shipping fee applies when we are shipping rental units to Hawaii and Alaska as well.

### Do you ship internationally?

No, international shipping is not available at this time.

### Do you ship to PO Boxes?

No, we do not ship to PO Boxes.

### Do you ship to Puerto Rico?

We do not ship to Puerto Rico.

### What if the carrier is late?

Things do sometimes happen which will result in a package being late. We recommend that you allow for this when planning your rental.

### What if I need to reroute my package after it has been shipped?

This sometimes can be done, but it may add time on to your delivery. There is also a \$5 charge for a package to be rerouted.

### What if something is missing when I receive my package?

Unfortunately, things do happen and an item may not end up in the package as planned. If an item is missing, please contact us within 3 hours after delivery. Please note that we will likely ask you for photos of the shipping box (exterior and interior), including the packaging and items themselves before sending a replacement to you.

### What about returning?

Please follow the return instructions on the rental packet. **WE STRONGLY RECOMMEND THAT YOU GO TO A STAFFED LOCATION AND OBTAIN A RECEIPT.** Never drop your box off at an unattended location.

### If I shipped back my rental, am I still responsible?

You are responsible for the rented item until the carrier confirms that they have possession of the package. If the carrier shows no record of the package being scanned into their system, then you will be liable for the cost to replace the gear, or the late fees once the package begins to track with the carrier. As noted above, we strongly suggest that you drop off the package at a staffed location and keep the tracking number for your records.

### Can I return to a drop box, mailroom, or hotel?

We do not recommend this as there is no way to prove that the package was sent.

### What if I remove or lose the Security tag?

All of our items are equipped with RFID tags. Due to the cost and time involved in replacing these tags, we do charge a \$12 fee per product if removed or missing.

### What do you consider damage?

The return of dirty equipment may be subject to a cleaning fee. Please make sure to return items in the same condition as you received them. Also, please remember that if you use any personal gear with your rental items, be mindful of the risk factor at hand. For example, if you use a battery not shipped with a camera we provided and it causes damage to our body, we will charge you a repair fee.

### What if the rental item becomes damaged in transit?

We pack the equipment in special packaging material to guarantee its safety. However, if you notice that your package arrives in poor condition, you must notify us within 3 hours of receiving it and provide pictures of the condition of the box.

We will try to get you a replacement right away. You are expected to return the originally shipped, damaged unit to us right away. Please note that if we send you replacement equipment and the original equipment turns out to be fully functioning (not damaged), we will charge you rental fees for both units.

**FURTHER QUESTIONS? CONTACT US**

[FujifilmProRental.com](http://FujifilmProRental.com)



[hlsprorental@fujifilm.com](mailto:hlsprorental@fujifilm.com)



1-800-800-3854 Option 3  
Hours of Operation: Mon - Fri 9am-4pm (EST)