

## ToolBank Member Agency Fees

All known fees are due at the time of pickup. Any additional fees incurred throughout the order are due upon return. If payment can not be made at these times, an invoice will be sent to the preferred contact for the order. No additional orders will be allowed for a member agency with unpaid invoices.

<b>Tool Order Fees</b>	Tool Handling Fee	For tool orders, member agencies pay <b>3% of the retail value of each tool borrowed per week</b> .  Tools may be borrowed for up to eight weeks. Tool Handling Fees are waived for disaster response orders.
	Rush Order Fee	Tool orders placed with less than 3 business days' notice will be subject to a fee of <b>\$25</b> , if the order can be accommodated.
	No Call - No Show Fee	If a pickup appointment is missed and the ToolBank is not contacted to reschedule within 1 business day, the order will be canceled and will be subject to a <b>\$25 restocking fee</b> .
	Late Fee	An overdue order accrues a late fee of <b>6% of the retail value for each overdue tool per week</b> until the tools are returned, replaced, or its replacement cost is paid in full.
	Replacement Fee	In the event that a tool is lost, broken, or no longer usable due to misuse, abuse, or missing parts, member agencies will be charged the <b>retail value</b> of the item.
<b>Delivery &amp; Pickup Fees</b>  Reference the <a href="#">DELIVERY PROGRAM GUIDELINES</a> for additional details	Delivery or Pickup to Neighborhood Tool Hub	There are <b>NO DELIVERY FEES</b> for any orders at our Neighborhood Tool Hubs.
	Delivery or Pickup at Your Site	Within 40 miles of the ToolBank, delivery or pickup is <b>\$75 per trip</b> to your site.  More than 40 miles from the ToolBank, delivery or pickup is <b>\$75 + \$1.25/mile per trip</b> to your site.
	Cancellation Fee	If a delivery or pickup is canceled with less than 3 business days' notice, member agencies will be charged 100% of the <b>delivery or pickup fee</b> for the order.
	Missed Delivery or Pickup Appointment Fee	A <b>\$100</b> fee will apply if the member agency is unavailable to receive delivery or pickup and/or is not communicating with the ToolBank at the scheduled appointment time. This may also apply to a schedule change with less than 1 business day's notice.

	No Unloading Support Fee	A <b>\$100</b> fee will apply if the member agency does not have support onsite to support the unloading or loading of the tool order.
<b>Cleaning Fees</b>  Reference the <a href="#">CLEANING GUIDELINES</a> for required cleaning standards.	Standard Cleaning Fee	<b>\$25 per hour</b> of labor required to clean the returned order.
	"Too Far Gone" Fee	Partners will be charged the <b>retail value</b> for any items that aren't able to be cleaned and returned to inventory.
	Laundering Fee	<b>\$2 per item</b> that is returned unwashed. Applies to all cloth items, including table linens, safety vests, and cloth gloves. Member agencies can avoid this fee by washing, drying, and folding items before returning.