

ToolBank Member Agency Appointment Policy

All tool order pickups, returns, and deliveries are by appointment only. The Houston ToolBank operates with a small but mighty team who juggle many tasks to keep our tool lending program operating efficiently for our 800+ members. Appointments ensure we allocate our time effectively enabling us to serve all of our member agencies as best as we can. When a member shows up unexpectedly, it disrupts this efficiency and often delays other members who have appointments.

Appointments are available Monday through Friday from 9:00 a.m. to 3:30 p.m.

- Pickup appointments are selected through TOM when placing your tool order and will be confirmed by the ToolBank with your order confirmation.
- Return appointments are scheduled by the ToolBank at the time of your pickup.
- Pickup and return appointments are confirmed by calendar invite.
- If you need an appointment outside of our operating hours, request our [After Hours Bin](#).

Note: Orders must be placed a minimum of 3 business days prior to your preferred pickup.

At your appointment:

- Arrive at your scheduled time and check in with the ToolBank team.
- Bring a vehicle large enough to fit the order and support to help load/ unload.

Note: If you are unsure of the amount of people or type of vehicle needed, please contact the ToolBank for assistance.

If you need to change your appointment:

- Call or email the ToolBank at least 1 business day prior to your scheduled appointment to reschedule.
- If you have a day of emergency, please call the ToolBank.

Note: We try to accommodate schedule changes as best as we can, however, this will be subject to the availability of our team.

If you miss your appointment:

- For pickups, your order will be canceled and you are subject to a restocking fee if we do not hear from you within 1 business day.
- For returns, all applicable late fees will accrue and will be charged upon return.

IMPORTANT: Member agencies who arrive without an appointment will be served based on the availability of the staff. Member agencies with appointments will always be served first. Please note that we schedule our warehouse support around our appointments. If you arrive without an appointment, we may not have any staff on-site to serve you as they may be scheduled offsite or for a non-warehouse activity. In that case, you will be asked to schedule an appointment and return at a later day/time.