

Rental Process and procedures

First time renters

hello there newbie 🙌

📷 If you're renting with us for the first time we'll need you to open an account with us by doing the following: 📝

- complete an application form which you can find and fill in online and submit. Processing and approving the application take about 48-72 hours.
- Proof of residency with a copy of your ID /passport
- You will need to bring an original of your ID on every collection

- please provide credible references who are active on social media and will have no problem being contacted should we have any issues with your profile or cannot get hold of you.
- **proof of residency can be the following.**
 1. Utility bill
 2. Bank statement
 3. Lease or rental agreement
 4. Telephone or cell phone statement
 5. Affidavit (**if staying in someone's house and all the bills are in their name, they will need to provide their ID and proof of residency with signed affidavit stating that they are aware of the submission of their documents and that you do stay with them**)

Booking of gear

Once your account has been opened, you are welcome to submit a gear rental request form you can find online using the same link. Once submitted, someone will be in touch with you to go over your request and process it, this is the quickest and best way to book equipment as your booking won't get lost on WhatsApp chats or emails.

Alternatively, you are welcome to enquire about available gear through WhatsApp or email or phone call.

Please remember to always bring along your ID when collecting.

Collection and returning of equipment

1. Collection of booked equipment can be done a day before your booked date between 2pm and 6pm and returned the day after your last booked date between 09 am and 12 noon.
2. Collection can also be done the day of your shoot/booked date from 6am and returned the day after your last booked date between 9am and 12 noon.
3. Please always bring your original ID when collecting your gear.
4. If someone is collecting on your behalf, they will need to bring along their ID and you will be required to let us know in writing through email.

Returning equipment

The customer agrees that they will return the rented equipment before 12.00am on the day after the rental expiration date with all accessories and parts belonging thereto to the offices of the company in the same condition the same was received. The customer also agrees that should they not return the equipment on time they will be held to pay a 50% charge of the full invoice on the currently rented equipment.

Payment methods:

1. EFT (**funds need to reflect in the account before gear is handed to you**)
2. Cash
3. Speed point

Please find attached link to:

1. **Application forms,**
2. **Gear rental request forms once account has been successfully opened and**
3. **Catalogue & package combo discounts**

https://campsite.bio/aandr_production_studios

You can also find the link in our Instagram bio if you have any trouble clicking on the link below

Instagram account link: https://www.instagram.com/aandr_production_studios/

if you have any trouble with the online application, please send us an email at connect@arvideosza.com or a WhatsApp at 0739809315

We look forward to hearing from you