



Rental Agreement and Fee Schedule

Reusable totes and moving equipment

Provider: Hello Yellow LLC	Document version: 1.0
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This agreement explains the rental period, customer responsibilities, fees, cancellations, and return process for Hello Yellow reusable totes and related equipment. Hello Yellow delivers and collects empty Rental Items. Customers pack, store, and transport their own belongings.

Key rental facts

- The standard package period is the period shown in the order summary. The order summary controls if it states a different approved period.
- Request an extension at least 48 hours before scheduled collection. Extensions depend on availability.
- Return every Rental Item empty, reasonably clean, complete, accessible, and stacked as instructed.
- Routine cleaning and normal wear are included. Extra fees apply only in the circumstances stated below.
- Hello Yellow will provide notice and an itemized payment request for post-rental charges. This agreement alone does not authorize an automatic later card charge.



Additional fee schedule

Item	Charge	When it applies
Missing or unusable tote	\$25 each	A tote is not returned or cannot be returned to service because of damage beyond normal wear.
Missing or unusable lid	\$8 each	A lid is not returned or cannot be returned to service. A missing complete tote-and-lid unit is \$33.
Excessive cleaning	\$5 per tote; \$50 maximum per order	Cleaning beyond routine sanitizing is needed because of grease, food, paint, pet waste, strong odor, adhesive, chemicals, or similar contamination. Cleaning and replacement are not both charged for the same item.
Failed scheduled collection	\$30 per failed attempt	Collection cannot be completed because Rental Items are unavailable, inaccessible, not empty, or otherwise not ready. This is not combined with an additional-trip fee for the same attempt.
Additional unscheduled trip	\$30 per trip	A separate delivery or collection trip is requested or required after a failed attempt.
Approved extension	25% of the original two-week pre-tax package base per started 7 days, plus tax	Requested at least 48 hours before collection, approved by Hello Yellow, and subject to availability.
Unapproved late return	Applicable extension charge plus one \$15 late fee	Rental Items are not ready at the agreed collection time for reasons within the customer's control.
Other returnable equipment	Documented repair cost or current replacement cost, whichever is less	A dolly, bag, blanket, or other listed Rental Item is missing or damaged beyond normal wear. Hello Yellow provides an itemization.

Normal wear and routine cleaning are included. Taxes apply where required by law.



Cancellation and rescheduling

Timing	Customer result
48 hours or more before scheduled delivery	No cancellation fee. Hello Yellow refunds amounts paid for the canceled order to the original payment method.
Less than 48 hours before scheduled delivery	Cancellation fee equal to 25% of the pre-tax package base price, capped at \$50. Unperformed extras and mileage charges are refunded.
After delivery is completed	The package charge is non-refundable. Customer may still request an approved extension or an early collection; early collection does not reduce the rental charge.
Company-caused cancellation	Customer chooses either a full refund of amounts paid or an available rescheduled date. No customer cancellation or rescheduling fee applies.

Timing is measured in Eastern Time. Refund timing depends on the payment provider but Hello Yellow will initiate an approved refund within 10 business days. One reschedule requested at least 48 hours before delivery has no Hello Yellow rescheduling fee, subject to availability and recalculation of price, mileage, and tax. A later request may carry a \$30 additional-trip or rescheduling charge if an operational trip or reserved capacity is lost.

Rental terms

1. Definitions and agreement

"Customer" and "you" mean the person or business placing the order. "Hello Yellow," "we," and "us" mean Hello Yellow LLC. "Rental Items" means every tote, lid, dolly, bag, blanket, and other reusable item listed on the order. The order summary, this agreement, and the fee schedule form the rental contract.

You accept the contract by signing it or by electronically accepting the displayed version before payment. Delivery alone is not the preferred evidence of acceptance; Hello Yellow will retain the accepted document version and order record when online ordering is activated.

2. Rental period and extensions

The rental period begins when Hello Yellow completes delivery and ends when Hello Yellow collects the Rental Items. Dates and any approved delivery window appear in the order summary. A customer-requested extension must be approved in writing and is charged for each started seven-day extension period. Approval depends on inventory and routing availability.

If the customer causes collection to be delayed without an approved extension, the extension charge and one late fee may apply. Hello Yellow does not assess a late fee for its own delay or for a documented unsafe-weather delay that prevents collection.

3. Delivery and collection

The customer must provide an accurate service address and a safe, lawful, reasonably accessible placement area. Hello Yellow personnel are not required to enter a residence, climb stairs, move furniture or belongings, or enter an area that appears unsafe.

At collection, all Rental Items must be empty, reasonably clean, complete, accessible, and stacked in the manner supplied with the order. Lids must be matched or stacked as instructed. A failed collection or later unscheduled trip may incur the applicable fee.



4. Ownership and care

All Rental Items remain the property of Hello Yellow. The customer is responsible for them from completed delivery through collection and must use reasonable care. Rental Items may not be sold, loaned, abandoned, cut, drilled, painted, permanently labeled, modified, intentionally overloaded, or used in an illegal or unsafe manner.

Normal wear means minor scuffs and cosmetic marks that occur through intended use and do not prevent cleaning or reuse. Damage beyond normal wear includes cracking, warping, missing structural parts, contamination that cannot reasonably be removed, deliberate alteration, or loss of function.

5. Safe use and prohibited contents

The customer must determine whether each Rental Item is appropriate for the intended load, use safe lifting practices, obtain help for heavy loads, keep walking paths clear, and stack only on a level surface within a safe height. Do not stand, sit, climb, or ride on Rental Items or dollies.

Do not place hazardous, flammable, explosive, toxic, illegal, leaking, or contaminated materials in Rental Items. The totes are reusable transport containers; they are not waterproof, locking, fireproof, climate-controlled, or designed as safes. Customers should not place cash, jewelry, critical documents, medications, firearms, irreplaceable items, or unusually valuable property inside them.

6. Customer belongings and third-party users

The customer packs, stores, and transports all belongings and is responsible for household members, employees, contractors, movers, and other people using the Rental Items. Hello Yellow does not take custody of packed belongings and does not insure them.

Hello Yellow is not responsible for loss of or damage to customer belongings except to the extent directly caused by Hello Yellow's negligence or as otherwise required by law.

7. Cleaning, loss, and damage review

Routine cleaning and sanitizing are included. Hello Yellow may assess a fee only when the returned condition meets the fee-schedule standard. Hello Yellow will inspect returned items within three business days when reasonably practical and will send an itemized notice describing the charge, the affected item, and available supporting photographs or records.

A customer may dispute a post-rental charge by contacting admin@helloyellowtotes.com within seven calendar days after the notice. Hello Yellow will review the dispute and correct substantiated errors. Unless separately authorized through a compliant payment flow, post-rental amounts are collected by invoice or payment request after notice and are due within 10 calendar days after the notice or final dispute response.

8. Payment, taxes, and later charges

The customer must pay the order total shown at checkout, including applicable taxes. A general acceptance of this agreement does not by itself authorize Hello Yellow to make an automatic later charge to the customer's card.

If Hello Yellow later offers an optional saved-payment authorization, that authorization will be presented separately and will identify the charge categories, notice process, and payment method use. Without that separate authorization, extensions and post-rental fees are paid through an itemized invoice or payment request.



9. Schedule changes and service conditions

Delivery and collection windows may be adjusted because of severe weather, unsafe conditions, road closures, vehicle problems, emergencies, or circumstances outside reasonable control. Hello Yellow will communicate a material change and offer the remedies stated in the cancellation section when Hello Yellow cannot perform the service within a reasonable rescheduled window.

Prices, mileage, tax, availability, and service eligibility may be recalculated when the customer changes an address, date, package, extension, or requested service.

10. Liability limits

To the fullest extent allowed by Florida law, neither party is liable to the other for indirect, incidental, special, or consequential damages arising from the rental or use of Rental Items. Hello Yellow is not responsible for injury or property damage caused by misuse, overloading, unsafe stacking, improper lifting, unauthorized modification, or other conduct outside Hello Yellow's control.

Nothing in this agreement waives or limits liability for negligence, willful misconduct, or any right or remedy that cannot legally be waived or limited.

11. Customer eligibility and authority

The customer must be at least 18 years old and legally able to enter this agreement. A person ordering for a company, organization, school, property owner, or other customer represents that they are authorized to bind that customer.

12. Notices and records

Customer notices may be sent to the email address or phone number supplied with the order. Notices to Hello Yellow should be sent through the contact method at hellowelltotes.com/contact/ or to admin@hellowelltotes.com. Customers should keep the order summary and accepted agreement copy.

13. Florida law and contract interpretation

Florida law governs this agreement. If a provision is unenforceable, the remaining provisions continue to the extent permitted by law. A waiver on one occasion is not a waiver on another. The order summary and this document replace prior discussions about the same rental, and an approved written order change may update the affected terms.

Customer acknowledgment

By signing below, or by electronically accepting this exact document version before payment, the customer confirms that they received, read, and agree to the order summary, Rental Agreement, Additional Fee Schedule, and Cancellation and Rescheduling Policy.

Customer name

Rental or order number

Signature

Date