

CUSTOMER RENTAL TERMS

Napa Totes Rental Agreement

Effective date: August 12, 2026

Version: 1.0

This Rental Agreement (the “**Agreement**”) is between the customer identified in the order (“**Renter**,” “**you**,” or “**your**”) and Napa Totes (“**Napa Totes**,” “**we**,” “**us**,” or “**our**”). It applies to each Napa Totes rental order you place or accept.

Your checkout order summary and confirmation are part of this Agreement. They identify the rented items, purchased items, delivery and pickup details, rental charges, travel fees, taxes, discounts, and other order-specific terms. If an order-specific term conflicts with this Agreement, the order-specific term controls for that order.

By checking the acceptance box and placing the order, you confirm that you are at least 18 years old, have authority to enter into this Agreement, and agree to all of its terms.

1. Equipment and ownership

“Equipment” means the reusable totes, dollies, file-hanger sets, room-label cards, and any other item identified as a rental on your order. Retail packing supplies identified as purchases are not Equipment.

All Equipment remains the sole property of Napa Totes. You receive only a temporary right to use it during the rental period. You may not sell, pledge, sublease, lend, give away, alter, conceal, or remove Napa Totes identification from any Equipment.

2. Rental period, extensions, and pricing

Unless your order confirmation states otherwise, the base package includes a 14-day rental. The rental period begins when the Equipment is delivered and continues through the scheduled pickup date. Your responsibility for the Equipment begins at delivery and ends when Napa Totes collects it, except that you will not be charged for additional time caused solely by Napa Totes after you timely made all Equipment ready and accessible for pickup.

If you need more time, request an extension before the scheduled pickup. Extensions are subject to availability. Each additional seven days, or any portion of seven days, costs 25% of the original package price, plus 25% of the original rental price of any rental add-ons, and applicable tax. Returning Equipment early does not create a prorated refund.

The base package includes the tote quantity, one dolly, reusable room-label cards, normal cleaning, and core-area delivery and pickup shown in your order. Add-ons, taxes, travel fees, discounts, and gift credits are shown separately.

3. Travel fees and service area

Travel fees are calculated separately for the delivery stop and the pickup stop using validated road distance from the Napa Totes depot. Stops within the core radius are included. The current bands are:

Road distance from depot	Fee per stop
0-10 miles	\$0
More than 10-20 miles	\$30
More than 20-30 miles	\$50
More than 30-40 miles	\$75
More than 40-50 miles	\$100
Beyond 50 miles	Manual quote and written approval required

At least one booking endpoint must be in Napa County or the configured core area unless Napa Totes approves the order in writing. Two endpoints outside the core policy, any stop beyond 50 road miles, or unusual access conditions may require manual review and a written quote.

Equipment may be used only at and between the delivery and pickup addresses listed on the order. Taking it to another destination requires Napa Totes' advance written approval.

4. Delivery, access, and pickup

You must provide complete and accurate addresses, contact information, gate or building codes, elevator details, parking instructions, and other access information. Delivery and pickup windows are estimates rather than guaranteed appointment times.

Standard service is to an accessible driveway, garage threshold, lobby, loading dock, or other ground-level or elevator-served location. Napa Totes does not pack belongings, move furniture, carry packed totes, or provide stair-carry or moving labor.

You do not always need to be present if you give clear access instructions and authorize an unattended stop. For an unattended delivery, custody begins when the Equipment is placed at the authorized location and the delivery is documented. You are responsible for choosing a reasonably secure location.

For pickup, every tote must be empty and nested, and all Equipment must be together and readily accessible at the confirmed pickup location. Purchased retail supplies are yours to keep and should not be left with the rental Equipment.

If Napa Totes cannot safely complete a delivery or pickup because the address is incorrect, access is blocked, Equipment is not ready, no required person is present, or you cannot be reached when necessary, we may leave and reschedule for the next available date. An avoidable return trip is \$35, and extension charges continue until the Equipment is ready and collected. No return-trip fee applies when the failed stop was caused solely by Napa Totes.

Service is not available on Sundays. Saturday service is limited to the dates and windows offered in the booking calendar.

5. Inspection and reporting problems

Inspect the Equipment and count the items as soon as reasonably possible after delivery. Report any missing item, crack, broken latch, unsafe condition, or other existing damage through your booking link or the Napa Totes contact form within 24 hours, preferably with photographs. We will make a reasonable effort to correct a verified shortage or replace unusable Equipment, subject to availability.

If you discover a problem later that was not reasonably visible at delivery, stop using the affected item and notify us promptly. You will not be charged for documented pre-existing damage or normal wear.

6. Safe and permitted use

Use the Equipment only for ordinary household or office moving and temporary packing. You agree to all of the following:

- Do not load more than 50 pounds in any tote, even if space remains.
- Load each tote so its lid closes normally. Do not force, overfill, crush, drag, throw, or drop it.
- Do not stand, sit, climb, ride, or allow a child or animal on a tote or dolly.
- Use dollies only on stable surfaces and only within their intended capacity. Secure stacked totes before moving them.
- Keep Equipment reasonably protected from theft, traffic, excessive heat, wildfire, flooding, rain exposure, mold, pests, and other avoidable hazards.
- Use the supplied room-label cards or other methods approved by Napa Totes. Do not apply tape, adhesive labels, stickers, or permanent marker directly to Equipment.
- Do not drill, cut, paint, melt, dismantle, repair, or otherwise modify Equipment.

Permitted contents are dry household or office belongings that can be packed safely within the weight limit. Wrapped kitchenware, clothing, books, toys, linens, and properly protected small electronics are common examples.

Do not place fuel, oil, paint, solvents, explosives, flammable materials, corrosive or hazardous chemicals, biohazards, medical waste, wet trash, pet waste, infested or moldy items, unsealed food, leaking liquids, illegal goods, or any item likely to injure a person or contaminate or damage the Equipment. Keep liquids sealed and outside the totes whenever possible.

Napa Totes may refuse to transport or collect Equipment containing prohibited, unsafe, leaking, infested, or overweight contents. You remain responsible for emptying and making it safe for collection, along with any resulting return-trip, extension, cleaning, repair, or replacement charge.

7. Cleaning

You do not need to wash the totes. Ordinary household dust and normal cleaning are included. Before pickup, remove all contents and debris, remove any unapproved labels or adhesive, and nest the totes.

Equipment requiring extra cleaning because of food, liquid, trash residue, pet waste, paint, oil, grease, strong odor, mold, infestation, adhesive, marker, or similar contamination may be charged at \$3 per affected item. If an item cannot be safely and reasonably restored to service, the applicable repair or replacement charge applies instead of the cleaning fee.

8. Loss, damage, and missing Equipment

You are responsible for Equipment that is lost, stolen, missing, destroyed, altered, or damaged beyond normal wear while in your custody, including damage caused by household members, guests, movers, contractors, or other third parties you allow to handle it.

Charges are limited to the reasonable repair cost when repair is practical and less expensive. Otherwise, the following replacement charges apply:

Rental item	Replacement charge
Reusable tote with attached lid	\$25 each
Moving dolly	\$75 each
File-hanger set	\$25 each
Other rental item	Reasonable repair or replacement cost, itemized before or when charged

Return damaged items with the rest of the order so Napa Totes can inspect them. We may document damage, missing counts, or contamination with photographs and will provide an itemized receipt for any charge.

If Equipment remains unreturned for 30 days after the scheduled pickup date without an approved extension or reasonable communication from you, Napa Totes may treat it as lost and charge the applicable replacement amount, plus accrued extension and return-trip charges. Charging replacement value does not transfer ownership unless Napa Totes agrees in writing.

9. Payment method authorization

Rental charges are due at checkout unless the order says otherwise. You authorize our payment processor to retain a payment credential for the duration of the rental and inspection period. You authorize Napa Totes to charge that payment method for:

- amounts shown in the checkout total or an extension you approve;
- additional weekly charges when Equipment is kept beyond the confirmed pickup date;
- the \$35 avoidable return-trip charge;
- cleaning, repair, replacement, or missing-item charges allowed by this Agreement; and
- applicable taxes.

Napa Totes will provide an electronic receipt and reasonable supporting detail for a post-checkout charge. Contact us promptly through your booking link or our website contact form if you believe a charge is incorrect. This section does not limit any nonwaivable rights you have with your card issuer or under applicable law.

Keeping a payment method available is not a security deposit. No security deposit is charged unless it appears separately in your order.

10. Changes, cancellations, and refunds

You may change or cancel an order through your booking link or by contacting Napa Totes. Changes are subject to route, staffing, and inventory availability and may change travel fees or other order pricing.

- A cancellation received at least 48 hours before the scheduled delivery window receives a full refund.
- A cancellation or rescheduling request received less than 48 hours before the scheduled delivery window may be charged \$25.
- Once Equipment has been dispatched or delivered, the base rental and completed travel charges are nonrefundable, except where required by law or when Napa Totes fails to provide the ordered service.
- An early pickup does not produce a prorated refund.

If Napa Totes cancels before delivery and cannot offer a replacement date you accept, we will refund the amounts paid for the undelivered rental and related services.

11. Gift credits and third-party bookings

A realtor or other person may pay or provide a credit toward the initial order, but the person who accepts this Agreement and receives or controls the Equipment is the Renter and remains responsible for the Equipment and all charges not covered by the gift.

A \$100 realtor gift credit applies toward the base package as shown at checkout. It fully covers the current 24-tote Starter / Listing Prep package before any applicable tax, travel fee, add-on, extension, return-trip, cleaning, damage, or replacement charge. Larger packages charge the difference. Gift credits have no cash value and do not cover later charges unless the order expressly says otherwise.

If you book on behalf of another adult or organization, you represent that you have authority to bind that Renter. A gift recipient must accept this Agreement before delivery unless the original booking party has valid authority to accept it on the recipient's behalf.

12. Customer property and limitation of service

Napa Totes rents and transports empty Equipment. We do not choose how your belongings are packed, loaded, stacked, secured, transported, or stored, and we do not take custody of those belongings. You are responsible for deciding whether an item is suitable for a tote and for using appropriate wrapping and handling.

To the fullest extent permitted by law, Napa Totes is not responsible for injury, loss, or damage caused by overloading, unsafe lifting, improper packing or stacking, prohibited contents, misuse, unattended-access instructions, third-party movers, or conditions at your premises. Napa Totes is also not responsible for indirect, incidental, special, or consequential losses caused by a reasonable delivery or pickup delay.

Nothing in this Agreement releases or limits liability for fraud, willful misconduct, violation of law, or any other liability that cannot lawfully be released or limited.

13. Weather, road conditions, and events beyond control

Safety comes first. Napa Totes may delay or reschedule service because of severe weather, wildfire, evacuation orders, unsafe air or road conditions, road closures, vehicle breakdown, governmental action, labor disruption, utility or system failure, or another event beyond reasonable control. We will make reasonable efforts to notify you and arrange the next practical date.

If such an event prevents delivery before the rental begins and no alternative date is accepted, we will refund the amount paid for the undelivered rental and related service. You are not charged an extension or return-trip fee for a delay caused solely by Napa Totes or such an event after you timely made the Equipment ready and accessible.

14. Communications

You agree that Napa Totes may use the phone number and email address on your order for nonmarketing messages reasonably related to the booking, including receipts, access questions, delivery and pickup updates, extension reminders, and notices about Equipment or charges. Standard carrier charges may apply. Marketing messages, if any, are governed by a separate consent and are not required to rent Equipment.

15. Governing law and disputes

California law governs this Agreement. Before filing a claim, the parties agree to make a good-faith effort to resolve the issue by contacting one another and sharing relevant order records, photographs, and receipts.

Any court proceeding must be brought in a court with proper jurisdiction in Napa County, California, unless applicable law requires another location. Either party may use small claims court when eligible. This Agreement does not require arbitration and does not waive any nonwaivable consumer right.

16. General terms

This Agreement, together with the checkout order summary, confirmation, and any written change accepted by both parties, is the entire agreement for the rental. A delay in enforcing a term is not a waiver. If a court finds a term unenforceable, the remaining terms remain in effect to the extent lawful.

Napa Totes may update this Agreement for future orders. The version you accept at checkout governs your order and cannot be changed retroactively without your agreement, except as required by law.

Headings are for convenience only. "Including" means "including without limitation." Written approval or notice may be provided electronically through your booking link, email, or another electronic method Napa Totes designates.

17. Electronic acceptance

By checking the Rental Agreement box and placing your order, you intentionally sign this Agreement electronically and consent to transact electronically. You may view, download, print, or retain the Agreement before ordering, and a link to the accepted version should be included with your booking confirmation.