NXTWave Studios Equipment Rental Guide

Thank you for choosing NXTWave Studios for your equipment rental needs! Please read the following important information carefully to ensure a smooth rental experience.

How Our Rentals Work

Once your rental request is confirmed, your chosen equipment will be prepared for delivery. We offer delivery within Abuja, and our team aims to get your equipment to you within **1 hour** of confirmation, depending on your location and traffic conditions.

If you prefer to pick up the equipment yourself, please inform us in advance so we can prepare accordingly.

If you would like a **set assistant** to follow the equipment to help with care, handling, or setup on location, this can be arranged **at an additional cost**. Please inform us in advance if you would like this service included in your rental.

If you would like the equipment **delivered to your location**, you will be responsible for **any delivery fees incurred**, both for drop-off and return. Kindly factor this into your booking.

Rental Catalog

We offer a wide range of equipment for various types of shoots. To view our full catalog or inquire about specific equipment, please request for it.

Booking Confirmation

A booking is only considered **confirmed** after:

- Full payment has been received.
- Necessary ID has been submitted (first-time clients only).
- Equipment availability has been verified.

You will receive a confirmation message via WhatsApp once all steps are completed.

Return Policy

All rentals follow a **fixed return schedule**, similar to a hotel checkout policy: regardless of what time the gear was delivered or picked up, **all equipment must be returned before 12:00 PM the following day**, unless otherwise agreed.

Example: If your rental was delivered at 6:00 PM on Monday, you are still required to return it **before 12:00 PM** on Tuesday.

Early Morning Shoots

If you have an **early morning shoot** and request to receive the equipment the night before, you must **return it immediately after your shoot** unless you've booked for a second day.

Example: If you pick up the camera at 9:00 PM on Friday for a shoot at 6:00 AM on Saturday, the gear **must still be returned that same day after your shoot before 10:00 PM**, unless you've paid for an extra day.

This allows us time to inspect and prepare the equipment for the next client.

- **Late returns** may result in additional charges. The charge for late returns is **₦3000 per hour**.
- If your return exceeds 6 hours past the deadline, you'll be charged for an **additional full day.**
- If you need extra time, please notify us at least **2 hours before** the 12 PM deadline to request an extension.

Responsibility for Equipment

Clients are **fully responsible** for the safety and condition of all rented equipment. Any loss, theft, or damage (accidental or otherwise) during the rental period will be repaired or replaced **at the client's expense**.

We recommend handling all gear with utmost care and ensuring it's stored securely when not in use.

First-Time Clients

If this is your first time renting from NXTWave Studios, please provide the following before your booking is confirmed:

- A valid government-issued **ID** (e.g., Driver's License, National ID, Passport)
- **Proof of address** (optional but may be requested for certain items)
- A **referral name** (please tell us who referred you)

This helps us maintain a safe and trustworthy rental environment for all clients.

Payment & Cancellation

- **Payment is required in full** to confirm bookings.
- Payments can be made via **bank transfer**.
- Please send receipt of payment once payment has been made.
- Cancellations made **less than 24 hours** before scheduled delivery are **non-refundable**.

Additional Notes

- **Test the equipment** upon delivery or pickup to confirm it's functioning properly.
- If there's any issue, report it **immediately**.
- You are not allowed to **sub-rent** or loan the equipment to a third party.

Need Help?

If you have questions or run into any challenges, please don't hesitate to reach out:

- WhatsApp/Call: +2347079633779
- Instagram: @nxtwavestudios_
- Email: contact.nxtwave@gmail.com

Ready to Book?

To proceed with your rental, simply reply to this message with:

- The list of equipment you need
- Preferred delivery or pickup time
- Your ID (first-timers)
- Referral name (first-timers)

We'll handle the rest!

Thank you for trusting NXTWave Studios, your go-to for quality gear and seamless rentals.
STAY WAVY!
