

**SUMMARY:**

**A. CLEAN CONDITION:** You agree to return the equipment clean, and in the same condition as you received it.

**B. LABELS AND TRACKING:** If your order is shipping, you agree to return it to our warehouse using the tracking label we provide inside the box in a clear plastic sleeve (or in another agreed upon format such as email or mailed labels), AND on the date noted on your order. We will help if we can in getting it returned if it's delayed, but the Customer is responsible for the return logistics and any late fees.

**C. EMAIL COMMUNICATION:** Time is of the essence of this Rental Contract. If you do not receive email notification of your order and ship dates, you agree to call us for this information. If you extend your rental, you agree to pay us with a credit card. If you pay us with a check, your payment is accepted via our e-check service. We do not accept check payments after a rental is shipped and in your possession. Late payments are subject to daily service fees of 5% of your daily rental rate on each piece of equipment rented.

**D. IMPORTANT SHIPPING NOTICE: UPS AND FEDEX DO NOT GUARANTEE GROUND ORDERS.** They will do their best to get it delivered in the specified time. Expedited orders are guaranteed by the carriers.

**E. WAREHOUSE RUSH:** If your order ships in less than 24 hours, keeping in mind that we deliver 1-2 days prior to your rental date, you will have a warehouse rush fee applied to put your order to the front of our shipping queue. While we do take rush orders, these do incur rush fees from the fulfillment providers, and the rush fees are not negotiable or refundable.

**F. DELIVERY ADDRESS: EVEN IF I USED A CUSTOMER SERVICE AGENT TO ORDER, I WILL CHECK THE DELIVERY ADDRESS FOR ACCURACY AS SOON AS I RECEIVE THE EMAIL CONFIRMATION.** You agree that the address is correct as entered unless you make a correction within 30 minutes of ordering. I understand an address correction fee will be my responsibility if it is not correct. If the package is returned, because of an incorrect address it will be treated as a return.

**G. CANCELLATION:** Cancellation of this order is subject to a \$50 cancellation fee for orders of 4 or less rental units, and 20% fee if 5 or more pieces. This covers administrative processing for our team and handling at the warehouses.

**Gb. SHIPPING FOR CANCELLATION:** If your order ships before cancellation, all shipping fees are hard costs, and are not eligible for a refund.

This equipment lease is made and effective today, by and between NaperMed, Inc. dba MassageTableRentals (the "NaperMed") and the Customer, who is the person signing this online agreement below.

**1. PARTIES:** NaperMed hereby leases to Customer, and Customer hereby leases from NaperMed, the equipment listed in this transaction. If a Customer rents on behalf of a business or company, then NaperMed may work with other persons named on the rental, including the Bill To contact, the Ship To contact, or other assistants or managers of the person placing the order, as required.

**2. DATES:** The term of this Lease shall commence today, and shall expire on return of the equipment rented. Time is of the essence of this Rental Contract. If you do not receive email notification of your order and ship dates, you agree to call us for this information.

**3. PAYMENT:** Customer agrees to pay rent to NaperMed for the Equipment IN ADVANCE of rental shipment or pickup. If you pay with a check and the payment does not arrive prior to the rental, we will not ship the rental equipment until the payment arrives and is approved. If your rental will not be returned within 30 days of this order being placed, you agree to put a credit card or bank account routing and account number on file with us. We agree to store it offline in a secure location. You agree to allow us to use it for the security deposit and any fees in violation of this agreement.

**4. SECURITY DEPOSIT:** Customer shall pay a security deposit of the agreed amount prior to taking possession of the Equipment. The security deposit will be refunded to Customer promptly following Customers performance of all obligations in this Lease. A credit card authorization is available for security deposit purposes. Charges will only be made to the credit card authorized for security deposit if the NaperMed does not comply with the specifications of this agreement.

**5. RENTAL POLICIES AND PRACTICES:** Customer agrees to all Rental Policies and Practices listed on our website here:

**6. LOCATIONS:** Pickup is available at the warehouse location, or at such other place as NaperMed may designate at the time of the rental agreement. Mailing address for NaperMed is 319 N Weber Rd, #142, Bolingbrook, IL 60490. Pickup and Warehouse location may include our midwest or west coast warehouse locations. Midwest warehouse is 5403 Patton Drive, Suite 202, Lisle, IL 60532. West coast warehouse is 4555 W Ponderosa Way, Bldg D, Las Vegas, NV 89118. Additional warehouse locations may be available in other cities upon request.

**7. NON-WORKING EQUIPMENT:** Customer shall notify NaperMed Inc. immediately of any malfunction and/or alleged damage of any Equipment. In the event Equipment is not functioning and/or damaged other than as a result of Customer's negligence or willful acts, Customer shall have the option of accepting other like Equipment in exchange for such non-working Equipment or returning all Equipment and canceling this agreement should NaperMed Inc. not be able to provide substitute Equipment in a timely fashion. The rental charges for all such non-working Equipment so returned to NaperMed Inc. shall be abated from the time of acceptance and return to NaperMed Inc. Likewise, rental charges shall accrue and be owed for any replacement Equipment.

**8. RENTAL EXTENSION:** If you extend your rental, either by calling to do so, e-mailing to request it, or keeping equipment without calling us, you agree to pay us with a credit card or a check. If you pay us with a check, your payment is accepted via our e-check service. We do not accept check payments after a rental is shipped and in your possession. Late payments are subject to daily service fees of 5% of your daily rental rate on each piece of equipment rented. Any payment not made by the agreed return day shall be considered overdue and in addition to NaperMed's other remedies. NaperMed may levy a late payment charge equal to five percent (5%) per day on any overdue amount. Rent for any partial week or month shall be prorated, based on the standard rates per day, week or month listed on the [massagetablerentals.com](http://massagetablerentals.com) website.

8b. We work with FedEx or couriers to deliver and pick up the rental equipment. If you do not properly prepare the rental equipment by labeling it for shipment, or do not make it available to the carrier (labeled and ready) at the specified pickup location in your order, or do not drop it off at a shipper location agreed upon, you are responsible for the extension of your rental. We will agree to provide a grace period for a first time late rental return, as a good faith gesture to our customers.

**9. LEGAL HANDLING:** Customer shall use the Equipment in a careful and proper manner and shall comply with and conform to all national, state, municipal, police and other laws, ordinances and regulations in any way relating to the possession, use or maintenance of the Equipment.

**10. THEFT, LOSS AND DAMAGE:** It is the Customer's responsibility to prevent the theft of the equipment and, if any of the equipment is stolen while in the Customer's possession, Customer agrees to pay the replacement cost of same item and parts if stolen. Customer shall properly secure or lock all rental equipment in legal locations when not in the Customer's possession. Customer hereby assumes and shall bear the entire risk of loss and damage to the Equipment from any and every cause whatsoever. Customer assumes all risk of loss or damage to rented Equipment whether or not covered by Customer's insurance. No loss or damage to the Equipment or any part thereof shall impair any obligation of Customer under this Lease, which shall continue in full force and effect through the term of the Lease. In the event of loss or damage of any kind whatever to the Equipment, Customer shall pay to NaperMed the replacement or repair cost of the Equipment. Customer shall assume liability for any and all damage or loss to personal property, accident/injury to other persons related to the rental equipment.

**11. EQUIPMENT CONDITION:** Customer shall keep the Equipment in good repair, condition and working order. Customer agrees to return equipment clean and free from grit, dirt, and debris. Equipment shall be returned free of any tears, breaks, and include all parts and pieces such as knobs, straps, cases, attachments, clips, etc. Missing or damaged parts are replaced or repaired at the discretion of the NaperMed if Equipment is not returned in the same quality condition it was in prior to rental. Repair or replacement fees will come from the the Security Deposit, or may be billed after the event to the Customer. NaperMed may levy a late payment charge equal to five percent (5%) per day on any overdue amount. Rent for any partial week or month shall be prorated, based on the standard rates per day, week or month listed on the [massagetablerentals.com](http://massagetablerentals.com) website. A service fee for cleaning will be incurred for each piece of equipment returned with excessive dirt or residue. You agree to all fees for missing or damaged parts if we need to furnish any and all parts, mechanisms and devices required to keep the Equipment in good mechanical working order.

**12. LATE PAYMENT:** Any payment not made by the agreed return day shall be considered overdue and in addition to NaperMed's other remedies. NaperMed may levy a late payment charge equal to five percent (5%) per day on any overdue amount. Rent for any partial week or month shall be prorated, based on the standard rates per day, week or month listed on the [massagetablerentals.com](http://massagetablerentals.com) website. To avoid these fees, the Customer agrees to inform us of any delays or rental extensions and provide payment. If Customer fails to pay any rent or other amount herein provided within ten (10) days after the same is due and payable, or if Customer fails to observe, keep or perform any other provision of this Lease required to be observed, kept or performed by Customer, NaperMed shall have the right to exercise any one or more of the following remedies: To declare the entire amount of rent hereunder immediately due and payable without notice or demand to Customer; to sue for and recover all rents, and other payments, then accrued or thereafter accruing; to take possession of the Equipment, without demand or notice, wherever

same may be located, without any court order or other process of law; to terminate this Lease; to pursue any other remedy at law or in equity. Customer hereby waives any and all damages occasioned by such taking of possession. Notwithstanding any repossession or any other action which NaperMed may take, Customer shall be and remain liable for the full performance of all obligations on the part of the Customer to be performed under this Lease. All of NaperMed's remedies are cumulative, and may be exercised concurrently or separately.

**13. TITLE:** Customer specifically acknowledges NaperMed's superior title and ownership of the Equipment and must keep the Equipment free of all liens, levies and encumbrances except those caused by or resulting from NaperMed's acts. Customer may not assign or pledge the Equipment.

**14. WARRANTY:** NaperMed disclaims any and all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, except that NaperMed warrants that NaperMed has the right to lease the equipment, as provided in this lease.

**15. TAXES, OTHER FEES, RENTALS:** Customer, or NaperMed at Customer's expense, shall report, pay and discharge when due all license and registration fees, assessments, sales, use and property taxes, gross receipts, taxes arising out of receipts from use or operation of the Equipment, and other taxes, fees and governmental charges similar or dissimilar to the foregoing, together with any penalties or interest thereon, imposed by any state, federal or local government or any agency, or department thereof, upon the Equipment or the purchase, use, operation or leasing of the Equipment or otherwise in any manner with respect thereto and whether or not the same shall be assessed against or in the name of NaperMed or Customer. However, Customer shall not be required to pay or discharge any such tax or assessment so long as it shall, in good faith and by appropriate legal proceedings, contest the validity thereof in any reasonable manner which will not affect or endanger the title and interest of NaperMed to the Equipment; provided, Customer shall reimburse NaperMed for any damages or expenses resulting from such failure to pay or discharge. Customer shall keep the Equipment free and clear of all rents, levies, liens and encumbrances. In case of failure of Customer to procure or maintain said insurance or to pay fees, assessments, charges and taxes, all as specified in this Lease, NaperMed shall have the right, but shall not be obligated, to effect such insurance, or pay said fees, assignments, charges and taxes, as the case may be. In that event, the cost thereof shall be repayable to NaperMed with the next installment of rent, and failure to repay the same shall carry with it the same consequences, including interest at ten percent (10%) per annum, as failure to pay any installment of rental amount.

**16. DEFAULT:** In the event that Customer (a) fails to make payment when due hereunder, (b) becomes insolvent, files a petition in bankruptcy, seeks the appointment of a receiver (or has a receiver appointed) for all or a substantial portion of its property, or has an involuntary petition in bankruptcy filed against it, Customer shall be in default hereunder. Upon such default, NaperMed may, in its sole discretion, terminate this rental agreement and, and to the extent permitted by law, immediately repossess the Equipment without any prior notice to Customer, the receiver, bankruptcy trustee, assignee for the benefit of the creditors, or levying officer. Customer hereby grants to NaperMed the right and permission to lawfully enter the Customer's premises where the Equipment is kept following any such default for the purpose of repossessing the Equipment without liability of trespass or any liability for any damage that might occur as a result of such entry.

**17. INDEMNIFICATION:** Customer shall indemnify NaperMed and its officers, employees, agents and licensees against, and hold NaperMed harmless from, any and all claims, actions, suits, proceedings, costs, expenses, damages and liabilities, including reasonable attorneys fees and costs, arising out of, connected with, or resulting from Customer's use of the Equipment, including without limitation the manufacture, selection, delivery, possession, use, operation, or return of the Equipment. Customer shall indemnify, defend and hold harmless NaperMed and its officers, employees, agents and licensees from any and all claims, actions, damages, liabilities and expenses arising from the use, possession or operation of the Equipment and by whomsoever operated at the direction of the Customer, including Customer's breach of any representations or warranties made herein, or from the negligence or willful conduct of Customer, its employees, agents or contractors. This indemnification shall survive the term of the rental agreement. NaperMed agrees to indemnify, defend and hold harmless Customer and its officers, employees, agents and licensees solely as respects bodily injury and property damage claims, actions, damages, liabilities and expenses arising from NaperMed's negligence or willful misconduct of NaperMed, or that of NaperMed's employees, agents, or contractors, NaperMed not having the right to rent the Equipment. This indemnification shall survive the term of the rental agreement.

**18. ASSIGNMENT OR TRANSFER:** Neither this Lease nor any interest therein is assignable or transferable by operation of law. If any proceeding under the Bankruptcy Act, as amended, is commenced by or against the Customer, or if the Customer is adjudged insolvent, or if Customer makes any assignment for the benefit of his creditors, or if a writ of attachment or execution is levied on the Equipment and is not released or satisfied within ten (10) days thereafter, or if a receiver is appointed in any proceeding or action to which the Customer is a party with authority to take possession or control of the Equipment, NaperMed shall have and may exercise any one or more of the remedies set forth in Section 14 hereof; and this Lease shall, at the option of the NaperMed, without notice, immediately terminate and shall not be treated as an asset of Customer after the exercise of said option.

**19. RENTAL AGREEMENT AND ELECTRONIC AND NON-ELECTRONIC COMMUNICATION:** Customer agrees that our online electronic rental agreement holds the same value as a paper signed agreement. Verbal agreement to this rental agreement when placing a phone order confirms agreement with all parts of this rental agreement. This agreement is available online at all times for review and printing, and is subject to change at any time by NaperMed, Inc. without notice. The unlimited use of comments, testimonials, communications and feedback may be used by NaperMed to improve service and maintain high standards, and for marketing materials including but not limited to advertising, letters, and all forms of media.

**20. ASSIGNMENT:** Customer shall not assign this Lease or its interest in the Equipment without the prior written consent of NaperMed.

**21. VALIDITY:** The invalidity or un-enforceability of any provision in this Agreement shall not cause any other provision to be invalid or unenforceable.

**22. GOVERNING LAW:** This Lease shall be construed and enforced according to laws of the State of Illinois. This instrument constitutes the entire agreement between the parties on the subject matter hereof and it shall not be amended, altered or changed except by a further writing signed by the parties hereto. The parties hereto have executed this Lease as of the date and year this agreement is submitted online and agreed to via the Agreement button. Customer agrees that the completed Bill To Name, Title, Address and Contact information provided is that of the Customer.

**23. ENTIRE AGREEMENT:** Customer agrees that they have read and fully understand and accept all provisions of this agreement prior to executing this agreement. The signed Rental Contract together with these Terms and Conditions constitute the entire agreement between NaperMed and Customer. In the event of conflict between any terms or provisions of the Rental Contract and these Terms and Conditions, the terms and provisions of these Terms and Conditions shall govern and control. Any changes must be made in writing and signed by both parties. If Customer is a corporation or other entity, the person executing the Rental Contract represents and warrants that he/she has full power and authority to execute the Rental Contract on behalf of the entity and bind such entity to the agreements, terms and conditions hereof. Customer acknowledges that a photocopy or electronic version of this document shall constitute the same consent as an original.

## Rental Policies and Practices



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## Ordering, Payment, Terms, Cancellation, Methods, Timelines

Welcome to MassageTableRentals.com, a NaperMed Company! We are here to help with your event and provide high-quality, well-maintained rentals delivered on time to your venue. The guidelines below cover common questions across all items (tables, chairs, chaises, stools, etc.).

### Service Standards at MassageTableRentals.com - MassageSupplier.com

We strive for best-in-class, hospitality-level service:

1. **Timely tracking** information for all shipments
2. **Courier services** to special locations nationwide, with support for security coordination, white-glove setup when available, notifications, changes, weather issues, and courier communications
3. **Multiple warehouses** across the USA; typical 2–3 business days in transit. We ship 8 am–2 pm, Monday–Friday.
4. **Online ordering** with invoice history, printable PDFs, tracking, and order notes/updates
5. **Free online quotes** 24/7/365 via the “Get a Quote” cart tool; we use the same tool by phone for live FedEx rate pulls
6. **Return help** with labeled boxes and email support; we can schedule pickups and proactively alert you about missed scans
7. **9-point inspection and cleaning** after each rental; if there’s a quality issue, we’ll support you and make it right

### When to Order – First Come, First Served

We schedule on a first-come, first-served basis. Ordering early places your event on our warehouse calendar and ensures stock. Larger tables cost more to ship; plan accordingly.

**Same-Day Rush:** Orders placed after 12 pm Central may incur a Same Day Rush Fee if same-day shipping is required during business hours (Mon–Thu 9 am–5 pm, Fri 9 am–12 pm).

### Ship To Addresses

Confirm the Ship To address is complete (contact person, apartment/suite, accurate street number, etc.). Ensure any order notes (gift message box) include special instructions.

### Apartments, Suites or Unattended Delivery Addresses

Carriers may not leave high-value rentals at unsecured doors. Please plan delivery when someone can receive it. If needed, we can ship to a FedEx hold location—tell us early; once shipped, changes are harder and may incur fees.

### Changes to Rental Orders

We can accommodate changes submitted before 12 pm Central. For changes after 12 pm CST or for shipments already in transit, use our FedEx Special Services: <https://massagetablerentals.com/fedex-special-services.html>.

**Address changes after shipping:** We can request the change with FedEx; however, delivery guarantees no longer apply and 24–48 hour delays are possible. If late due to a customer-requested change, rental/shipping fees aren’t refundable.

**Refusals & packaging:** If equipment is refused at the site, renter remains responsible for shipping and rental. If a return label is lost, we'll email a new label (no charge), but a missing box incurs fees—see the Special Services page.

**Missed pickups:** If the equipment isn't available or labeled for pickup, additional rent may apply. See the [Rental Agreement](#) for details.

**Undelivered by carrier:** We process a refund less shipping fees and a \$50 administrative fee. (Note: carriers suspended certain guarantees during COVID.)

## **Cancellation Policy for Rental Orders**

### **Orders of 1–4 Rental Items**

Orders can be canceled if not yet shipped. Once handed to the carrier (typically 2–7 days before event to arrive 1–2 days prior), shipments can't be stopped. Cancellations in-system are subject to a \$50 administrative fee. Orders already shipped and canceled are charged one rental day to cover fulfillment labor; fees also apply to external services.

### **Orders of 5 or More Rental Items**

Orders canceled prior to shipment incur a 20% administrative fee (processing time and payment fees). For 5+ tables we plan 1 prep day, a carrier pickup day, and 2–3 days transit, with arrival 1–2 days prior to rental. Please provide 7 days' notice (5+ tables) or 14 days (15+ tables). We coordinate closely with FedEx or couriers to support organized delivery and return.

## **Add-On Orders – Adding More Rental Pieces to an Existing Order**

Adding units later is easy. We'll create an add-on order tied to your original (e.g., add to order #100000333). You'll receive two invoices, and prep continues on the original reservation. Reducing quantities (partial cancellations) must occur before shipping; once shipped at the original volume, quantities can't be reduced.

## **Website & Invoices**

All orders are placed on our website, so the person placing the order receives an immediate record of the order number and details. To retrieve an invoice, log in to [www.massagetablerentals.com](http://www.massagetablerentals.com) and view your order history. Use the PDF button to print your invoice. For orders over \$10,000 from established institutions, we may confirm terms during order review; rental fees must be paid before shipping. [Contact Us](#) for assistance.

## **Payment Methods & Terms**

**Before we ship:** Payment must be received and confirmed so your order arrives *before* the first rental date.

**Order release:** All orders must be paid in full—including the *security deposit*—before release. Payments after the daily cut-off may process the next business day.

**First order:** Credit card required.

**ACH:** Available after your first rental; we enable it at the *account* level on request.

### **Credit**

Visa, MasterCard, Discover, American Express. If a charge is declined, your bank may need to approve it—[Contact Us](#) if we can help.

### **Debit**

Processes like credit. Rental + shipping are charged, and the *security deposit is charged* as a separate line (not just authorized). Using debit can temporarily tie up cash until the deposit refund posts after inspection.

### ACH (Checks Not Accepted)

- **ACH via Square (1.5% fee including deposit):** Square invoice emailed in 1–2 business days. Fee applies to the full payment, including deposit. Clears ~24–72 hours. We ship after payment clears. This option is not available for first orders, and is set up at an account level.
- **Customer-Initiated ACH (no fee):** Send from your bank/AP; include the order # in the memo. We **don't** accept card-initiated ACH. Clears ~24–72 hours. Not available for first orders. Contact us to enable; include your order # in the memo line of your ACH transfer. Use the total on the rental order for ACH amount. Be sure to include the security deposit as well, not shown in the total but shown in the order body.

**Refund timing:** Refunds are issued after equipment is returned and inspected. ACH and card refunds typically post in 2–5 business days from the refund date (bank/issuer dependent).

### Security Deposits

Security deposits cover loss, damage, or missing parts so we can quickly ready rentals for the next event. **Current per-piece amounts are listed here, but may be subject to change at any time due to adjusted costs for replacement as prices may adjust in different markets.**

- Exam Table Rental: \$300
- Midsize Aluminum Massage Table Rental: \$350
- Premium Flat Table Rental: \$400
- Premium Incline Table Rental: \$499
- Premium Massage Chair Rental: \$399
- Economy Massage Chair Rental: \$350

Deposits are *charged* at order time and refunded in full upon timely return and inspection. Deposit funds may settle final charges (lost parts, late returns, renter-caused damage). If shipping insurance isn't purchased and the carrier damages equipment, renter may be responsible for repair/replacement amounts not covered by the carrier.

For orders over \$10,000, security deposit terms are determined at order confirmation.

### Thank you for choosing MassageTableRentals.com!

If we can help further, please call 800-687-5199 or [Contact Us](#).

We look forward to working with you!

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