



Frequently Asked Questions

Equipment Rentals

Where are you located?

Los Angeles, California

Do you rent outside of Southern California?

Yes. However, it is typically only practical for large orders or hard to find equipment.

Do you rent outside of the U.S.?

Our rental service extends to all 50 states and U.S. territories abroad.

Do you deliver?

Yes, if the destination is in Southern California. For shipping addresses outside Southern California, a 3rd party shipper is used.

Can I visit your warehouse for an equipment demonstration?

Yes. Your sales rep will gladly schedule an appointment for you.

Can you provide labor in addition to equipment?

Yes. Many rental customers look to us for additional labor. We can provide programmers and board ops, designers, technicians, or complete crews.

Do you also sell equipment?

Absolutely! New and used. We're dealers for most major manufacturers, and are constantly selling used equipment from our rental stock.

Do you discount extended rentals or tours?

Yes. This can be arranged with your sales rep.

Do you offer daily rental rates?

No. Our pricing is based on a week rental. This offers you more scheduling flexibility and keeps pricing simple.

Do you require insurance from your customers for rental orders?

Yes. We require a certificate of insurance showing proof of Liability and Rented/Leased Equipment coverage. Kinetic Lighting, Inc. must be listed as "Additional Insured" and "Loss Payee" on the certificate.

What forms of payment do you accept?

Check, Money Order, Cashier's Check, Cash, AMEX, Discover, MasterCard, Visa, Wire Transfer

How can I set up an account go get billed?

Download, complete, and fax back our credit app (Available on this site). We'll process it and if it meets our credit requirements, we'll open an account for you. All first-time orders are COD.

What if lose or break equipment that I've rented from you?

We bill you for the replacement or repair.

What if I want to extend my rental for a longer duration?

Usually this is no problem. Just let your sales rep know right away so they can process an extension order for you.

What if equipment that I rent does not work properly?

While we do everything we can to ensure proper operation, stuff happens and equipment can break. Notify your sales rep immediately if this occurs so arrangements can be made to remedy the situation. If this happens after-normal business hours, call our emergency line.