

Member Agency Appointment Policy

The New Orleans ToolBank operates by appointment only for tool pickups, returns, and warehouse tours. We cannot allow access to our resources without these appointments. Our small but dedicated staff is busy fulfilling orders, assisting with tool checkouts, making phone calls, repairing tools, maintaining the warehouse, fundraising, and performing various essential tasks to keep the ToolBank running smoothly.

Appointments help us manage our time efficiently and effectively, enabling us to better serve all our member agencies. When a member arrives without an appointment, it disrupts this efficiency and can cause delays for others who have followed the appointment system and arrived on time. To help us operate smoothly, please make and honor your appointments!

Times available for appointments are:

- **Monday & Tuesday: 9:00 am-3:30 pm**
- **Thursday & Friday: 9:00 am-3:30 pm.**

To schedule tool pickup appointments, please use our online Tool Order Manager (TOM) when placing your tool order. The ToolBank will send you a confirmation email with your appointment date, time, and the tools you requested. Return appointments are arranged by the ToolBank during your pickup. You will receive a calendar invite to confirm both your pickup and return appointments. To ensure a smooth process, please place your order at least 2 business days before your preferred pickup time.

Arrive at your scheduled time and check in with the ToolBank team. Please ensure you bring a vehicle that is large enough to accommodate your order and have assistance available for loading and unloading. If you're uncertain about the number of people or the type of vehicle you need, feel free to contact the ToolBank for help. If a second trip is necessary, it must be arranged as a separate pickup appointment.

If you need to change your appointment, please call or email the ToolBank at least 1 business day before your scheduled appointment to reschedule. For any emergencies that occur on the day of your appointment, please notify the ToolBank as soon as possible.

We strive to accommodate schedule changes as much as possible; however, availability is dependent on our team. If you miss your tool pickup appointment, your order will be canceled, and you may incur a restocking fee if we do not hear from you within one business day. For tool returns, any applicable late fees will accrue and be charged upon return.

Member agencies arriving without an appointment will potentially be served based on staff availability, while those with appointments will always be prioritized. Please note that our warehouse support is scheduled around appointments. If you arrive without an appointment, we may not have staff on-site to assist you. In that case, you will need to schedule an appointment and return at a later date and time.

Program Fees

The New Orleans ToolBank has low-cost fees for using its programs and services. Please take a moment to review the complete fee schedule provided below. Member agencies with outstanding invoices **will not be allowed to place tool orders until payments are made**. To avoid any delays with your orders, please coordinate directly with the staff at the New Orleans ToolBank and provide as much notice as possible.

Tool Handling Fees:

Member agencies are required to pay a tool handling fee of 3% of the total retail value of each tool borrowed, charged per week. Tools can be borrowed for a period of one to eight weeks. Tool handling fees are collected at the time of pickup. If payment is not available at the time of pickup, you will need to reschedule for a time when payment can be made. Any additional fees incurred during the borrowing period will be due upon the return of the tools. We accept checks, as well as debit and credit cards; **cash is not accepted under any circumstances**.

Member agencies with unpaid fees or charges **will not be permitted to borrow tools until all payments have been made**. Tools can be returned before the one-week return date with a scheduled appointment; however, a full one-week fee will still apply.

Please note that tool handling fees are waived for disaster response orders.

Due to high demand and limited availability, **special events equipment (e.g., tables, tents, chairs) is only available for one-week increments**.

Additional Fees

In addition to Tool Handling Fees, members may face additional charges due to easily avoidable situations, such as missing appointments, returning inventory late, or returning items that are broken, unusable, or dirty. Please review the examples of situations listed below to understand when additional fees may apply.

Late Fees:

If tools are overdue, a weekly late fee of 6% of the retail value of each tool will apply until the tools are returned, or replaced, or the New Orleans ToolBank staff is notified that a tool is lost. Please note that late fees will still accrue during the period it takes to inform the staff about lost items if this notification is not made before the due date. To avoid late fees, please return borrowed tools on time. If your project takes longer than expected, contact the New Orleans ToolBank as soon as possible to discuss the possibility of extending your borrowing period.

Replacement Fees:

Replacement fees equal to the retail value of the tool will be charged if a tool is declared lost, if parts are missing, if the New Orleans ToolBank determines, at its sole discretion, that the tool is broken due to misuse or abuse, or if a tool is declared stolen.

We do not charge replacement fees for tools that are broken during normal use due to wear and tear, as long as the broken tool is returned.

Exact replacements for lost tools are accepted; however, the New Orleans ToolBank reserves the right to decline any replacement tool.

Rush Tool Orders:

Tool orders must be placed at least 2 business days before the intended pickup date. Orders are processed on a first-come, first-served basis, so placing your order earlier increases the chances of receiving all requested items.

If you place a tool order with less than 2 business days' notice, it may still be fulfilled, but a tool handling rush fee will apply based on the following time frames:

- **Less than 48 hours: \$25.00**
- **Less than 24 hours: \$50.00**

Cleaning/Maintenance Fees:

Member agencies will incur a \$25 cleaning and maintenance fee for each hour of staff labor required to clean or repair items that are returned dirty or damaged. Additionally, they will be charged the retail value of any tool that cannot be cleaned and returned to inventory.

Tools that have dried concrete, paint, caulk, or other irremovable substances on them will result in replacement fees.

The New Orleans ToolBank strives to source high-quality tools and follows a strict maintenance and inspection schedule to ensure your organization has the right tools in the best possible condition when you need them. Thank you for doing your part to ensure that the next organization receiving the tools gets them in clean, high-quality condition! Please follow these guidelines when returning items to ensure they are in proper condition:

- **Vests:** Return them dry and folded, free of glitter, paint, holes, mold, or dirt.
- **Drywall Mud Trays, Trowels, and Putty Knives:** Ensure all compounds are removed from both the inside and the outside before returning.
- **Extension Cords:** Return the cords coiled neatly. Please inform us if the cord has any nicks.

- Ice Chests and Water Coolers: Return these clean and dry. If coolers have been used for drinks other than water, please wash them and their spouts to remove any residue.
- Landscaping Tools (shovels, rakes, pick axes, weed eaters, etc.): Remove all dirt, debris, and concrete. Make sure lawn mower bags are emptied.
- Painting Tools: Remove paint before it dries or scrape it off completely after it has dried. Items returned with wet paint will not be accepted. Paint tray liners should be used with paint trays.
- Plastic Buckets: Return them clean, dry, and free of trash or other substances.
- Saws: Return saws free of sawdust.
- Shop Vacs: Empty the container and shake out the filter.
- Tarps and Drop Cloths: Return these dry and folded neatly, with no dust or debris remaining.
- Tents, Chairs, and Folding Tables: Return clean and dry, without any tapes, ribbons, or stickers attached. Tents, if issued with a bag, should be returned in their bags unless they are wet or damaged.
- Trash and Recycling Cans: To minimize cleaning, use trash bags or liners. Please return cans clean and dry. When stacking trash cans, line up the handles to prevent them from sticking together.
- Pressure Washers, Buckets, Pumps, and Water Hoses: Drain all water, no water should be left sitting inside. Neatly coil hoses.
- Wheelbarrows: Return these free of dirt, mulch, etc.

Important Notes:

- To avoid unnecessary fees, please notify ToolBank immediately if items are broken, damaged, missing, or dirty upon pickup. Failure to communicate this may result in full fees being charged.
- If significant parts of a tool are missing, at the discretion of the ToolBank, you may be charged the full replacement cost of the tool.

ToolBank Cancellation Policy

Holding Fees for Tool Orders:

If special event equipment (such as chairs, tables, tents, AV equipment, etc.) is cancelled with less than 48 hours notice, a processing fee of \$25.00 will be charged. This fee helps cover lost revenue from altered orders that could have been reserved by other member agencies.

Cancellation Fees for Tool Orders:

Tool orders canceled with less than 48 hours notice will incur a cancellation fee of 50% of the total tool handling cost. This fee covers both the holding fee for the tools/equipment and the labor required to prepare your order. Weather-related cancellations will be handled on a case-by-case basis.

No Call, No Show for Tool Pick-Ups:

Member agencies are required to reschedule if they cannot make their appointments. If a member agency does not show up for their scheduled pickup appointment without notifying the ToolBank staff within 1 business day, the order will be canceled and will be subject to a restocking fee of 50% of the total tool handling cost or \$25 (whichever is greater).

Missed Appointment / Showing up without an Appointment:

If an agency is more than 15 minutes late to their appointed time, or if they show up to return items without an appointment/outside their appointed time, the agency will be charged \$20. If the agency chooses to do so, they may forego the \$20 by rescheduling and returning at a later date.

Overdue / Unpaid Invoices:

Payment for tool orders is due at the time of pickup. If a member agency has an overdue or unpaid invoice, it will be flagged and will not be able to place or pick up tool orders until all overdue and unpaid invoices are settled.