

BEST PORTABLES

Lane Services LLC | 1400 Knowles Rd., Phenix City, AL 36869

2026 GENERAL CUSTOMER TERMS OF SERVICE

GENERAL TERMS - ALL SERVICES

Acceptance of Terms: By approving an estimate, placing an order, scheduling service, accepting delivery of equipment, or submitting payment, the Customer agrees to these Terms of Service. These General Terms apply to all services provided by Lane Services LLC dba Best Portables. Service-specific provisions apply only to equipment or services included in the Customer's order, estimate, work order, reservation, or service agreement.

Estimates and Service Scope: The Customer's approved estimate, work order, reservation, service agreement, or contract identifies the equipment, service frequency, rental period, pricing, disposal allowance, and other service-specific charges that apply. If an approved written service-specific term differs from these General Terms, the approved written agreement controls for that service.

Site Conditions and Placement: Customer is responsible for accurate site information and a safe, level, accessible location. Equipment may be placed at the Customer's direction; however, final placement is subject to the driver's determination of safety, ground conditions, clearance, and accessibility.

Access: Customer must maintain safe, unobstructed access on scheduled service, delivery, pickup, or haul dates. Drivers may wait up to 10 minutes for access. Blocked, locked, unsafe, or inaccessible equipment may be considered a completed service attempt and may result in an additional trip or service charge.

Ownership and Relocation: All rental equipment remains the property of Lane Services LLC. Customer may not move, alter, repair, transfer, or permit another provider to service Best Portables equipment without prior authorization. If equipment is moved or relocated without authorization and without notifying the Best Portables office, an unauthorized relocation fee will be charged. Additional charges may apply for driver's time, additional trips, or costs incurred in locating, accessing, or repositioning the equipment.

Damage, Vandalism, and Theft: Customer is responsible for the care and security of rental equipment while at the Customer's site and for damage, vandalism, tipping, misuse, unauthorized relocation, theft, or missing equipment, except ordinary wear from proper use. If equipment is stolen or missing, Customer must immediately report it to local law enforcement and provide Best Portables the police report and case number. Customer will be charged the fair market replacement value of stolen or missing equipment, together with applicable replacement-related costs.

Weather, Storms, and Property Damage: Customer acknowledges outdoor rental equipment may be affected by severe weather, high winds, storms, flooding, falling trees or limbs, or other conditions beyond the reasonable control of Best Portables. Best Portables is not responsible for damage to Customer property or property of others caused by rental equipment that is tipped, moved, blown, displaced, or otherwise affected by such conditions. Customer is responsible for maintaining a safe placement area and taking reasonable precautions to protect surrounding vehicles, buildings, structures, and other property when severe weather is expected.

Billing and Payment: Billing terms are those shown on the estimate, invoice, reservation, service agreement, or approved account terms. All rental and recurring service charges are billed in full billing periods and are not prorated or partially refunded. Once a billing period begins, the full charge remains due regardless of services completed, cancellation date, or early discontinued use. Unused days or remaining scheduled services do not create a credit or refund. Past-due accounts may incur late fees, service suspension, equipment removal, collection costs, or other remedies allowed by agreement or law.

ACCOUNT PAYMENT OPTIONS

Option #1 - Preferred AutoPay: Recurring invoices are billed 10% below the Standard Rate. A valid card must remain on file. Best Portables pays card processing fees. A \$25 late fee applies if a declined payment is not resolved within 10 days.

Option #2 - Standard Terms: Standard Rate. Due Upon Receipt; payment is expected within 10 days. A \$25 late fee applies. Service may be suspended at 15 days past due without prior arrangements.

Option #3 - Approved Net 30: Recurring invoices are billed 10% above the Standard Rate. Approval required. A \$25 late fee applies if unpaid before the next 28-day invoice.

Option #4 - Approved Net 45-60: Recurring invoices are billed 20% above the Standard Rate. Credit approval and a Customer purchase order are required.

Payment Term Notice: Accounts remaining on Option #2 that consistently pay 30 days or more after invoice date will be moved to Option #3 - Approved Net 30, and recurring invoices will automatically be billed 10% above the Standard Rate. If no option is selected, Option #2 applies while the account remains within Standard terms. To change an option, contact our office or note the selection with payment.

Accepted Payment Methods: Online payment, credit card, ACH, purchase order, check, or cash.

Service Changes and Cancellation: Requests to change service frequency, relocate equipment, add or remove equipment, or terminate service must be communicated directly to Best Portables, with email being the preferred method of notification. If service was arranged through a broker, Customer must contact the broker for all changes and cancellations. Cancellation does not reduce or prorate the current billing period. Current-period charges and charges already incurred for disposal, additional trips, damages, or other applicable services remain due.

SERVICES AND SPECIFIC RELATED TERMS

PORTABLE SANITATION EQUIPMENT

Billing Cycle: Recurring portable sanitation services are billed in minimum 28-day cycles and are not prorated once units are delivered. The initial billing cycle is paid in advance before delivery unless other written account terms are approved.

Routine Service: Routine portable toilet service includes waste removal, cleaning and sanitizing, chemical refill, and restocking of two tissue rolls. Additional tissue or supplies are available upon request and may be subject to an additional charge.

Unit Access: Customer must keep equipment accessible on scheduled service days. If a lock is required, only an approved combination lock or a lock provided by Best Portables may be used. Equipment that cannot be accessed may be considered unserviceable for that visit.

Proper Use and Quantity: Customer is responsible for ordering sufficient portable sanitation units and service frequency for the number of users and site conditions. For construction and workplace locations, Customer is responsible for compliance with applicable OSHA sanitation requirements, including 29 CFR 1926.51 and/or 29 CFR 1910.141, as applicable, and any state, local, or other requirements. Additional units or increased service may be necessary based on workforce size, usage, schedules, site conditions, events, or other high-use circumstances.

Prohibited Waste: Only human waste and toilet paper may be placed in portable toilets. Trash, bottles, wipes, rags, chemicals, construction debris, and other foreign materials are prohibited. Additional cleaning, pumping, repair, or disposal charges may apply.

ROLL-OFF DUMPSTER SERVICE

Placement and Access: Containers are placed at the Customer's requested location when reasonably safe and accessible. The driver has final authority regarding placement and whether a container can be safely delivered, serviced, or removed. Blocked containers may result in an additional trip charge.

Loading Requirements: Material must be evenly distributed and must not extend to or above the top rail. Do not concentrate heavy material in one area. Overfilled or unsafe containers will not be hauled until material is removed or redistributed as directed.

Disposal Allowance and Overage: Any included disposal weight will be stated on the Customer's estimate or service agreement. Weight above the included allowance, if any, is billed at the applicable per-ton rate.

Maximum Hauling Weight: Best Portables trucks have a maximum safe hauling limit of 12 tons. Container size describes volume, not allowable weight. Heavy materials can reach the safe hauling limit before a container is full.

Overweight Safety Policy: Containers exceeding 12 tons may be assessed a \$250 overweight safety surcharge in addition to applicable disposal overage charges. Drivers may refuse unsafe loads, and Customer may be required to remove material before service.

Prohibited Materials: Hazardous or regulated waste, chemicals, oils, batteries, refrigerants, and other prohibited materials may not be placed in containers. Wet concrete, wet paint, glue, adhesives, and materials containing or coated with uncured paint, glue, or adhesive are strictly prohibited unless an approved liner is used. When a liner is required, the applicable liner cost will be included in the Customer's estimate. Material that leaks, drips, spills, hardens, adheres to, or damages the container may result in additional cleaning, labor, repair, disposal, or downtime charges.

Roll-Off Billing: Initial delivery and haul charges are due in advance unless approved credit terms apply. Recurring hauls for the same job are billed as completed.

Roll-Off Payment Authorization - Effective 9/1/26: All Roll-Off customers must maintain a valid credit card on file OR an approved purchase order sufficient to cover subsequent landfill/tipping and disposal-related charges. Charges are based on actual landfill tickets and may not be known until after the haul. Card or PO authorization must remain valid until all charges are billed. Service may be suspended without valid payment authorization.

Container Rental / Daily Charges: Daily container fees, extended rental charges, or no-haul rental charges apply according to the Customer's estimate, service agreement, or current applicable rate.

Non-Payment and Project Remedies: Past-due roll-off accounts may be subject to service suspension, equipment removal, collection activity, and, where permitted by law, construction or mechanic's lien remedies for unpaid project charges.

Repeated Overloading: Repeated overloading or unsafe hauling conditions may result in service suspension or cancellation.

RESTROOM TRAILER RENTALS

Trailer Rental Agreement: The General Terms above apply to restroom trailer rentals. Reservations are also subject to the separate Restroom Trailer Rental Agreement provided with the reservation, containing additional trailer-specific reservation, delivery, setup, use, payment, cancellation, and customer responsibility requirements. If a trailer-specific provision conflicts with these General Terms, the Restroom Trailer Rental Agreement controls for the restroom trailer rental.