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## Frequently Asked Questions

Welcome to **SMART COMPUTER RENTALS'** Texas corporate office

**SMART Computer Rentals** offers these answers to our most frequently asked questions. If you have a question not answered here, please [email us](#).

**Q-** We have highly customized software, but we don't have the time to install it on your PCs. What can your company do to help?

**A-** We are pleased to assist. With proper time preparation we will accommodate your request. A tech from your office side should make themselves available for questions of proper operations.

**Q-** What operating system does the laptop/desktop come with?

**A-** You have the ability to request Windows XP or Windows 2000, but some hardware may have limitations.

**Q-** How much lead time do you need?

**A-** Most Requests are accommodated with as short as notice as same day but not guaranteed. Last minute requests are subject to a cancellation fee equal to the rental price.

**Q-** If I reserve equipment now, but later decide I don't need it is there a charge?

**A-** There will be a charge if equipment is cancelled on the day of delivery. Other charges may apply to special orders.

**Q-** Do you provide software?

**A-** Yes we provide software or you can provide your own for us to load.

**Q-** What if there is a problem with the equipment I rent from you?

**A-** Good news, we are available after-hours to support all equipment rented. Charges may occur only if the problem is caused by customer error.

**Q-** Do you have a rent-to-own program?

**A-** No

**Q-** Can I add software to the computer?

**A-** Yes, the computer is yours to operate as you see fit. It is suggested you delete any sensitive information prior to return.

**Q-** Do you offer insurance?

**A-** No, you're private homeowners insurance or your business insurance will cover with proper notification.

**Q-** What happens to the software on the computer once the computer is returned?

**A-** It is standard policy to re-image all hard drives within 24 hour or less upon return to the shop.

**Q-** Can I get A/V equipment such as projectors?

**A-** Yes we carry a variety of A/V equipment from 1000 lumen projectors to small sound systems. We offer after hours' setup and tech support for AV rentals.

**Q-** What if I am looking for a one-stop Shop for computer and A/V equipment?

**A-** Yes we carry everything you need from 17" Flat Panel Monitors to Larger 50" Plasmas. We also carry a large inventory of both color and black and white printers and the latest Laptop Computers and Pentium Desktop Computer systems.

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