



A ToolBank staff person will contact you to confirm your order and requested tool pick-up appointment time. **Please Note:** Appointments are required for all tool pick-ups and returns and must be confirmed by ToolBank staff.

Staff Contact: Jeremy Lawson, Program and Operations Manager, 513.246.0015 or Jeremy.lawson@toolbank.org

What do I have to pay to use ToolBank tools?

All of our fees are avoidable, with the exception of tool handling fees, which are purposefully kept as low as possible to help reduce the costs associated with your agency's volunteer projects.

- **Tool Handling Fees:** Member agencies pay a tool handling fee equal to 3% of the total retail value of the tools borrowed per week. Tools may be borrowed from one to eight weeks at a time.
- **Late Fees:** Overdue tools accrue late fees at 6% of their retail value every week until the tool is returned, replaced, or its replacement cost is paid in full (see below). Avoid late fees by returning borrowed tools on time.
- **Replacement Fees:** Member agencies are assessed a replacement cost in the event that a tool is declared lost, parts are missing, or the tool is broken or no longer usable due to misuse or abuse.
 - If parts are missing that can easily be replaced, then you will only be charged replacement fees for those parts.
 - If a tool is lost, you do have the option of providing a replacement rather than paying the replacement fee. Replacement tools must be comparable to the tool lost (i.e. same voltage) and in good working condition. ToolBank staff reserves the right to decline to accept a replacement tool that does not meet these conditions.
 - **Please Note:** We do not charge replacement fees for tools broken during their intended use. If a tool breaks, please be sure to return the broken tool and all parts to the ToolBank; otherwise, the tool will be declared lost and a fee will be incurred.
- **Cleaning Fees:** Member Agencies will be charged a \$25 per tool cleaning fee if tools are returned extremely dirty or returned with dried paint, caulk, mud, or other substances. Avoid cleaning fees by removing excess dirt and other substances before returning them.
 - **Please Note:** Tools with dried concrete and work gloves with dried paint or other irremovable substances on them will result in replacement fees, so please be sure to clean off concrete quickly and please do not use work gloves while painting, caulking, etc.
- **Payment Options:** All fees are due upon return, but tool handling fees may be paid at check-out. All fees must be paid by check (made payable to Cincinnati Community ToolBank) or credit card (Visa, Master Card, Discover, American Express).
 - **Please Note:** We do not accept cash.

When can my agency access the ToolBank?



- **Hours of Operation:** The ToolBank operates **by appointment only** for both tool check-outs and returns. This enables us to deliver the most efficient service possible.
 - Appointments are available Monday through Friday from 8:00 AM to 3:30 PM.
 - Appointments are not confirmed until you receive notification from ToolBank staff. ToolBank staff will contact you within 24 hours to confirm your appointment time.
 - If you need an appointment time outside of these core hours, please contact ToolBank staff at (513) 246-0015.
- **Notice Required to Borrow Tools:** Please place your tool order **at least 48 hours** prior to your requested pickup. We understand that this is not always possible and we try to accommodate all requests, but please attempt to give us adequate notice. This courtesy also applies to tool returns. Placing your tool order in advance is important for the reasons listed below.
 - Advance notice enables us to deliver the best possible service to you and our many other member agencies.
 - It allows us to prepare your tool order in advance so your order is ready to load upon your arrival.
 - It allows us to properly inspect equipment, guaranteeing that any equipment you borrow is functioning optimally.
 - Also, the ToolBank is first come first serve, so placing your order early will help ensure that you will have access to equipment in high demand.

How do I request tools?

The ToolBank operates an online tool ordering system. You created a user account for this system during your membership application process. The online system is the only method for requesting tools. While we welcome your questions, tool orders cannot be placed via phone or fax. Please do not hesitate to contact ToolBank staff if you encounter any difficulties during the tool ordering process. We're happy to walk you through the process.

- **Step 1:** Go to www.cincinnati.toolbank.org and click on the **Order Tools** button to place your tool order.
- **Step 2:** Login and click **New Tool Order**. Please Note: tool pick-ups are by appointment only.
- **Step 3:** Describe Your Project. Please be as specific and accurate as possible as we track the number of volunteers and types of projects equipped. This information helps us make important inventory decisions.
- **Step 4:** Enter the quantity of each tool you are requesting (tools are listed by category) and click **Add/Modify**. You will see a running list of your order on the right side of the page. When finished, click **Continue**.
- **Step 5:** Review order and click **Continue**. Please Note: If you need to change your order, click on the **Tools** tab, highlight (click once) the tool type you wish to modify (listed on right side of page), and



enter a new quantity in the box (enter 0 if you wish to remove a tool type all together), and click **Add/Modify**. Click **Continue** to review modified order. If satisfied, click **Continue**.

- **Step 6:** Select your borrowing period from the drop down menu. Review the borrowing agreement and check the box next to it.
- **Step 7:** Click **Submit**. Please Note: Once your request is submitted, you will not be able to make changes to your order. If you need to make changes to your order after submission, please contact ToolBank staff.
- **Step 8:** Email confirmation. Once submitted, a ToolBank staff person will contact you within 24 hours to confirm your order and your appointment time. Appointments are not officially scheduled until you receive confirmation from ToolBank staff.

How do I pick up my tools?

- Your tool order will be prepared and ready for pick-up at your scheduled appointment time.
- You will come to the Cincinnati Community ToolBank warehouse, located at 2001 Central Ave, Cincinnati, OH 45214. Directions can be found at www.cincinnati.toolbank.org under the Contact tab.
- Arrive at your scheduled appointment time. Contact ToolBank staff if you need to reschedule your appointment. If you are running more than 10 minutes late for your appointment, a courtesy call is highly appreciated!
- Before departure, you will receive an itemized receipt. Please make sure to keep the receipt to ensure you return all items.

How do I return my tools?

- Contact ToolBank staff to schedule your return appointment. Tool returns are by appointment only. Appointments are available Monday through Friday from 9:00 AM to 4:00 PM.
- All tools must be returned to the ToolBank by the return date listed on your receipt (provided at check-out) or late fees will be incurred. If you need to extend your order, please contact ToolBank staff as soon as possible.

Tool Return Tips

- Please **inventory your tools** before returning.
- If a tool breaks during your project, please **return the broken tool and all of its parts**. While we do not charge replacement fees for tools broken during their intended use, we do charge replacement fees for unreturned tools. This includes unreturned broken tools.
- Keep all **materials** (paint, mulch, trash bags, etc) **and trash on the site** at the end of your project.



- If you have a **painting project**, please **rinse out all painting tools before returning** them, as any tools with wet paint or excessive amounts of dried paint on them will not be accepted back into the warehouse.
- Please **roll your cords and hoses** and **fold tarps** before returning them.
- Try to **return tools as clean as possible**. Make time at the end of your project for volunteers to prepare tools for return by inventorying and cleaning tools. If tools are returned excessively unclean, a cleaning fee may be charged.
- Most of all **have fun and be safe!**

If you have any additional questions, please contact a ToolBank staff person at 513.246.0015. We look forward to equipping your next project!