

Service Policy For ToolBank Member Agencies



I. General Information

The ToolBank Mission Statement:

“The ToolBank stewards an inventory of tools for lending to charitable organizations to increase the impact of their mission-related efforts.”

The tools at your local ToolBank are available to nonprofit organizations, faith-based institutions, public schools, organized volunteer groups, governmental departments and community-based service organizations. Upon verification of nonprofit status or charitable purpose, qualifying organizations gain access to ToolBank resources and the expertise of ToolBank staff to help achieve greater impact in their mission-related efforts.

The ToolBank’s ability to consistently lend tools is dependent upon your responsible and considerate actions as a Member Agency. The tools you borrow were recently returned on time by *another* Member Agency, and upon your timely return of those tools, they will be used again by *another* Member Agency.

Your mission-related usage of ToolBank resources allows ToolBank USA and your local ToolBank to continue to serve you with excellence. ToolBank resources are not to be used for personal gain or on projects outside of a member agency’s mission.

If you have any questions or concerns about the ToolBank Service Policy, please contact your local ToolBank staff.

II. Tool Lending Policy

Please read this section very carefully.

1. ToolBank tools may be borrowed for up to 8 weeks at a time, and tools can be returned at any time prior to the deadline, during a pre-scheduled return appointment. Borrowed tools may be kept out longer than the original checkout period, if they are available and with the approval of ToolBank staff.
2. Member Agencies pay a tool handling fee equal to 3% of the total retail value of the tools per week borrowed. Payment of the Tool handling fee is due at the time of the tool pick up. The ToolBank accepts checks, money orders, and debit and credit cards. Cash is not accepted - no exceptions.
3. ToolBank tools are to be used to advance the mission and programs of the Member Agency that borrowed the tools. ToolBank tools may not be used for personal benefit or financial gain. Inappropriate use of ToolBank tools may result in the temporary or permanent suspension of tool borrowing privileges by the offending agency.
4. If a tool breaks while being used for its intended purpose, and the member agency returns all pieces of that tool, the member agency may not be charged a replacement fee. This will be determined solely by ToolBank staff. If no parts are returned, the Member Agency must either (a) pay the replacement cost for the unreturned tool, or (b) provide a replacement tool that exactly matches the unreturned tool. If ToolBank staff determines that a tool has been damaged due to neglect or misuse, the Member Agency will be required to pay the replacement cost of the tool. The damaged tool becomes the property of the Member Agency once the replacement cost is paid. Neglect or misuse of borrowed tools is determined solely by ToolBank staff.
5. Overdue tools (tools not returned or extended before their due date) accrue a late fee of 6% per week until:
 - (a) the unreturned tools are returned, or
 - (b) the Member Agency pays the replacement cost of unreturned tools, or
 - (c) the unreturned tools are replaced with replacement tools.
6. The ToolBank cannot reimburse tool replacement costs if the tool is subsequently found. Member Agencies may return ToolBank tools to receive a credit toward future tool handling fees at the discretion of ToolBank staff.
7. Access to ToolBank resources will be suspended until all outstanding balances are brought to zero and all overdue tools are accounted for or replaced by the Member Agency.
8. All borrowed tools are used solely at the Member Agency's risk. Local ToolBank staff, ToolBank USA staff, volunteers, officers, and directors will not be held responsible for injury or accident that may occur from the use of borrowed tools, as per the ToolBank Membership Agreement.

III. Tool Lending Procedure

Step 1 - Submit your tool order. Place your tool order online ([click here](#)). Your tool order should be submitted at least two business days before you wish to pick up your tools. Contact ToolBank staff if you need assistance with the tool order process.

Step 2 - ToolBank staff will confirm your tool pickup. A ToolBank staff member will contact you to confirm your tool order and your tool pickup time. Your tool pickup appointment is not scheduled until it is confirmed by ToolBank staff. ALL visitation to the ToolBank, including tool pickups and tool returns, is by appointment only.

Step 3 - Pick up your tools. Arrive punctually at the ToolBank to load your tools and perform your own tool count as you load. If you are unable to keep your appointment time, please contact the ToolBank to reschedule. Tool handling fees are due at the time of pickup, payable by money order, check or credit/debit card. Cash is not accepted for tool fees. ToolBank staff will give you a receipt listing all borrowed tools, with clear indication of your tool order's due date.

Step 4 - *Have a great project and work safely!*

Step 5 - Tool return. If you did not schedule your return appointment at your tool pickup, call the ToolBank to schedule your tool return at least one day before you wish to return them. Your tool return is not scheduled until it is confirmed by ToolBank staff. Your ToolBank receipt will allow you to do an inventory count prior to returning your tools. This can help you track down any missing tools. Upon arrival, a ToolBank staff member will count the tools and produce a receipt indicating that your tool borrowing transaction is complete, or that tools are missing.

Step 6 - Complete the Member Agency Feedback Survey. The feedback you provide is one of the most important duties of a Member Agency. Please provide honest and candid feedback so that your ToolBank may serve you better in the future.

IV. How to make best use of your ToolBank

You have the power to avoid **100%** of the fees beyond the initial Tool Handling Fee by following a few simple guidelines. These tips will help your organization make the greatest impact with ToolBank resources, while keeping your expenses as low as possible.

Don't...

...drop in unannounced. ToolBank staff must vigilantly budget time between tool pickups and returns, administrative tasks, and order preparation. Your drop-in may even interrupt someone who made an appointment!

...be late. It's not uncommon for the ToolBank to have ten tool pickups in a single day. If you are going to be late, call the ToolBank and let them know.

...do your return inventory on the dock. Agencies that perform an inventory BEFORE they leave the project site always have a lower incidence of unreturned tools. To return one forgotten tool to the ToolBank is to increase travel time and expenses by 33%!

...abuse or neglect ToolBank tools. ToolBank staff is authorized to assess replacement costs in the event of damage due to obvious neglect, weather exposure, water damage, misuse or abuse of borrowed tools.

...underestimate ToolBank staff! The typical ToolBank staff person has years and years of experience with tools and can help you increase impact and keep costs low.



Do...

...call ahead and make an appointment. ALL ToolBank visitation is by appointment, so that ToolBank staff can prepare for your arrival and provide excellent customer service without interruptions.

...be punctual. This is the ultimate courtesy at the ToolBank. Your fellow Member Agencies thank you for being on time, as their ToolBank appointment is right after yours!

...count tools before returning them. Put a volunteer or staff person in charge of tools and make sure every borrowed tool is accounted for BEFORE you leave for the ToolBank to return tools. Keep the Opening Report handy as your inventory guide.

...care for ToolBank tools like they're yours. Store tools in a dry, secure location, and clean tools off after the project is over. Coil hoses and extension cords, remove dirt from earthwork tools, in preparation for their next borrower.

...seek the advice of ToolBank staff. Whether you're painting, planting, building, repairing, cleaning, or installing, ToolBank staff has seen it before. Seek their expert technical advice for your next project.

...tell your friends about the ToolBank!