
INVENTORY • DELIVERY • SERVICE

APPLIANCE RENTAL GUIDE

Buy only against demand.

Control every installation.

Protect recurring margin.

SOURCE | DELIVER | MAINTAIN | RECOVER

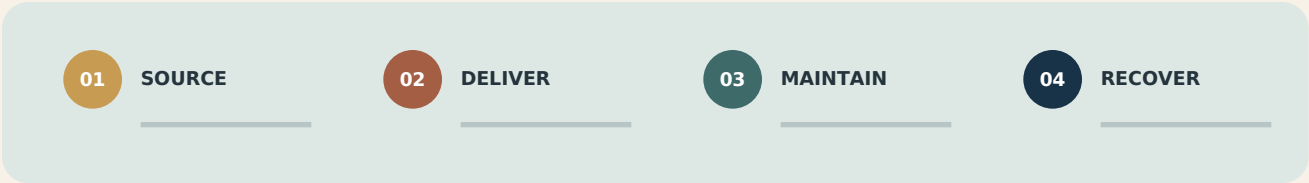
Veteran's Strategic Solutions LLC



START HERE

How to Use This Guide

Read the core guide first. Then use the worksheets to test rental demand, budget inventory and delivery, price monthly plans, document installation and rental terms, invoice recurring charges, track utilization and service calls, and control product safety, water damage, electrical, vehicle, collections, tax, insurance, and consumer-contract risks.

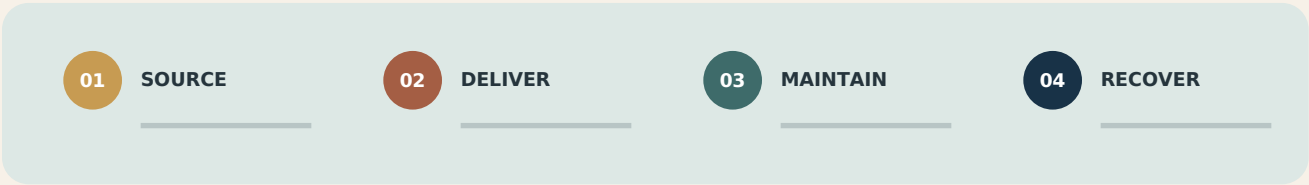


DEMAND FIRST | Secure the customer and deposit before adding another appliance set to inventory.

PIECE	USE
Core guide	Rent one matched appliance set to one qualified customer after payment before building inventory.
Operating kit	Use the startup, budget, estimate, rental agreement, invoice, asset tracker, and compliance pages for every set.

CORE GUIDE 01

1. The bet

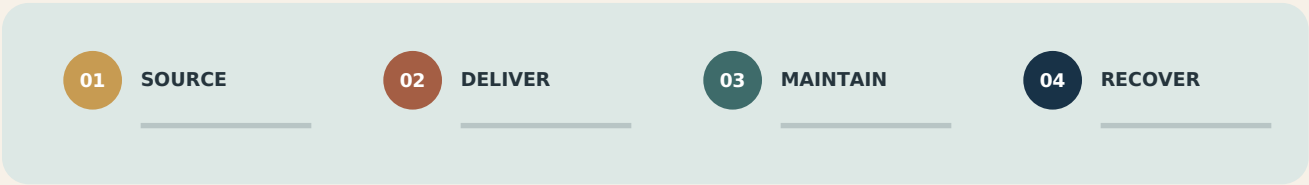


The bet is that a meaningful share of them would rather rent month to month than buy a set they will sell at a loss in eighteen months.

Three ways it fails.

BUSINESS LENS	CONTROL
Utilization	One paid set proves more than ten idle sets bought on hope.
Install	Document connections, leaks, electrical condition, access, and acceptance.
Recovery	Write nonpayment, access, repossession, damage, swap, and end-of-rental terms.

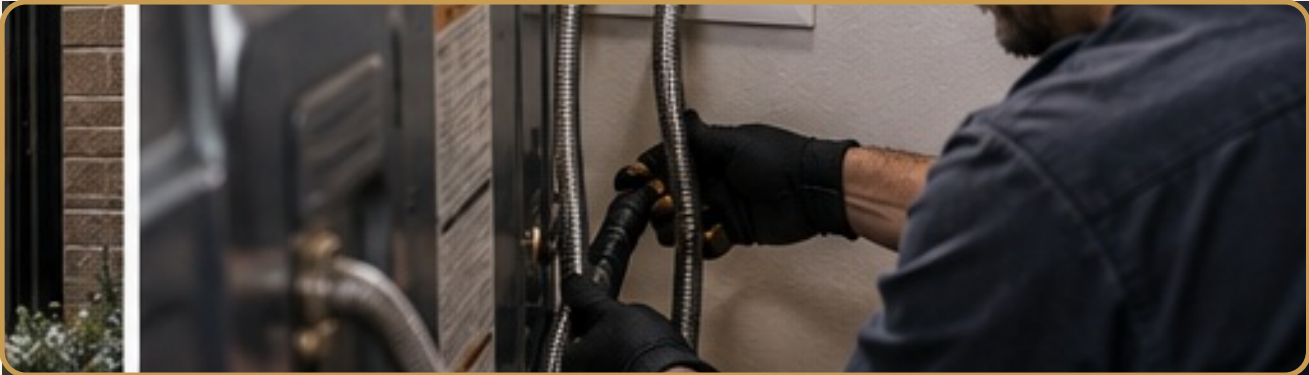
2. Who pays, in their own words



The soldier moving into on-post housing.

“Corvias gave me hookups and no machines. I’m here two years. Buying a set and selling it when I PCS is a losing trade.”

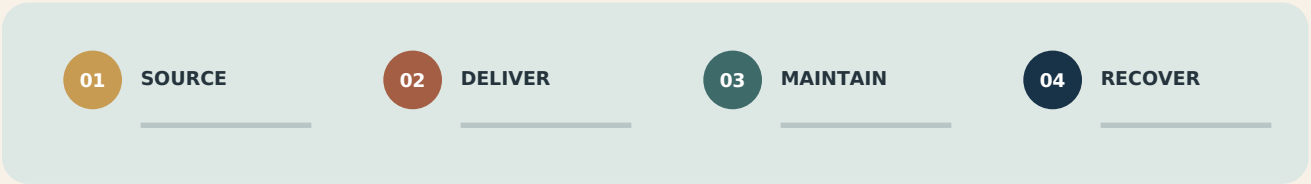
And the better customer — the landlord or property manager, who has several units, one signature, one monthly payment and no interest in chasing anybody. One landlord with six units is worth more than six families and generates a fraction of the trouble.



DELIVERY CONTROL | Document stairs, access, connections, condition, installation, and customer acceptance.

CORE GUIDE 03

3. The smallest version he can charge for

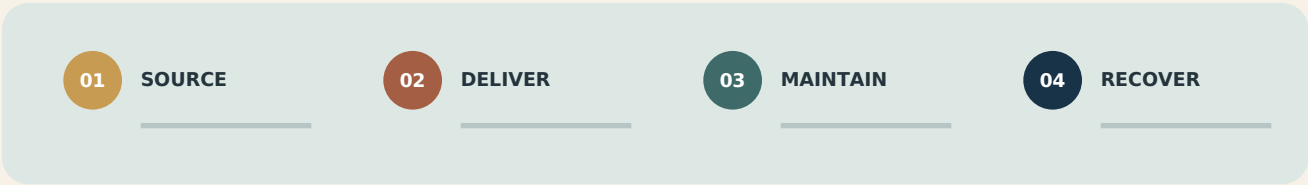


One set, rented to one landlord, after they have paid. Not ten sets bought on the expectation of demand.

The order matters more than anything else in this document: advertise, take the deposit, then buy the machine. Every failure mode above starts with buying inventory first.

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5. Pricing



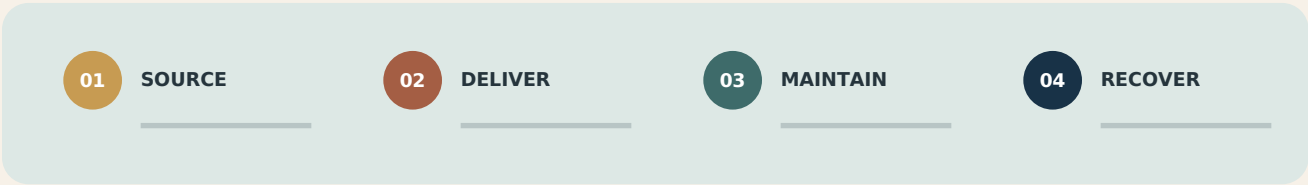
Recommendation: price the landlord tier lower on purpose. A three-set landlord at \$55 pays \$1,980 a year on one invoice with no collections, no repossession risk and no marketing cost. Three separate families at \$65 pay \$2,340 and cost far more than the \$360 difference in chased payments and moved machines.

Terms: first and last month up front, always. That single condition removes most of the repossession risk this business is known for, and it is why the rent-to-own model needs its collections department and the owner will not.

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CORE GUIDE 05

6. First 90 days and the one metric



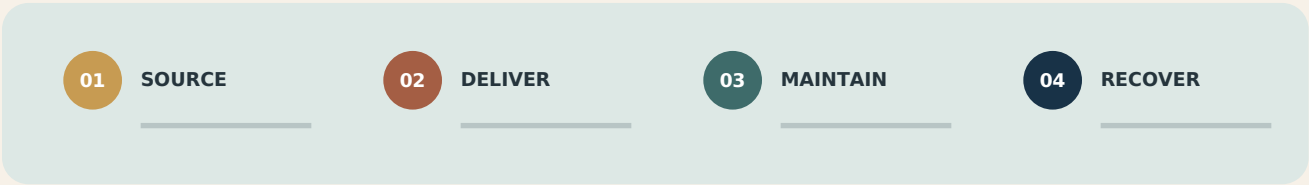
Days 31–60. Buy one set against a paid deposit. Deliver and install it yourself and note exactly how long it takes, because that time is the real cost of this business.

Days 61–90. Add sets only against signed demand. Never buy ahead.

The one metric: months rented per set. Break-even is roughly six or seven payments against a \$350–500 machine. Under that, each set is losing money regardless of how many are out.

BUSINESS LENS	CONTROL
Utilization	One paid set proves more than ten idle sets bought on hope.
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7. Honest assessment



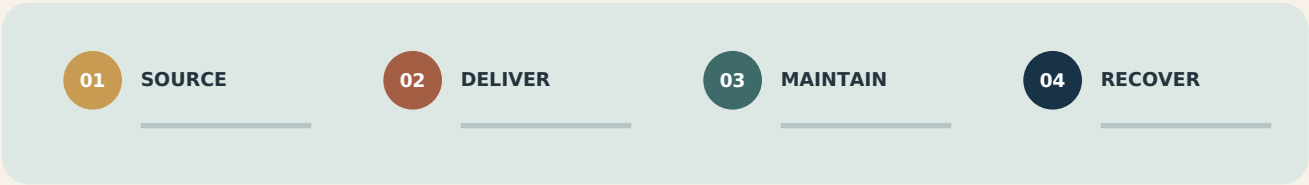
But this is the slowest payback of any line in the portfolio. Totes pay for themselves in 1.4 rentals. A washer/dryer set needs six or seven months of paid rent. That is a long time to be wrong, and it is capital sitting in a garage rather than moving.



SERVICE SYSTEM | Track serial numbers, repairs, swaps, downtime, collections, and end-of-rental condition.

CORE REFERENCE

Startup Equipment Reference

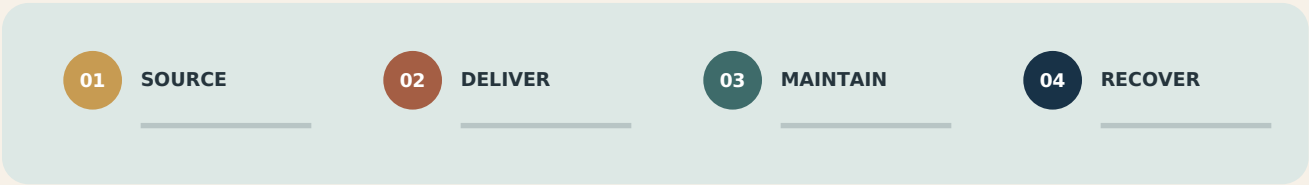


Use the source figures as the planning baseline. Replace local, personal, already-owned, and time-sensitive assumptions with actual quotes and requirements before launch.

Item	Cost	Note
Appliance dolly, straps, stair climber	\$250	
Basic repair tools and common parts	\$200	Plan qualified service capacity [VERIFY]
Delivery vehicle	\$0	Suitable delivery vehicle [VERIFY] — check payload per set
Rental agreement, reviewed	\$200-400 est.	Worth paying for once; it is reused forever
Liability insurance	quote required	

CORE REFERENCE

Source Pricing Reference



Use the source figures as the planning baseline. Replace local, personal, already-owned, and time-sensitive assumptions with actual quotes and requirements before launch.

Tier	What it is	Price
Standard	Month-to-month, one set, delivered and installed	\$65/month
Landlord rate — recommended	Three or more sets, one invoice, annual term	\$55/month per set
Short term	Under three months, PCS gap coverage	\$95/month

WORKSHEET 01

Startup Checklist

01

SOURCE

02

DELIVER

03

MAINTAIN

04

RECOVER

DONE	ACTION	OWNER DATE NOTES
☐	Define the exact appliance rental guide customer, problem, deliverable, service area or channel, and buying trigger.	
☐	Run the source's smallest low-cost demand test before buying major equipment or committing to long-term overhead.	
☐	Write the offer, inclusions, exclusions, timing, acceptance standard, and customer responsibilities.	
☐	Check licensing, zoning, and tax rules for your own city and state before starting.	
☐	Confirm federal, state, local, tax, advertising, privacy, accessibility, contract, and record requirements [VERIFY].	
☐	Obtain general liability, professional liability, cyber, property, auto, workers' compensation, and client-required coverage as applicable [VERIFY].	
☐	Create intake, estimate, scope, approval, delivery, quality-control, incident, invoice, and closeout records.	
☐	Price from actual labor, materials, equipment, travel, payment fees, taxes, rework, overhead, and reserve.	
☐	Complete one paid pilot and document the result only with written customer permission.	
☐	Track the one metric from the source, plus gross margin, delivery time, exceptions, referrals, and repeat work.	

WORKSHEET 02

Equipment and Budget Worksheet

01

SOURCE

02

DELIVER

03

MAINTAIN

04

RECOVER



RENTAL TOOLKIT | Standardize inventory, delivery, installation, maintenance, billing, recovery, and resale.

ITEM	NEEDED	ESTIMATE	ACTUAL	NOTES
Business formation, registrations, licensing, tax, contracts, and professional review [VERIFY]				
General liability, professional liability, cyber, property, auto, workers' compensation, and client coverage [VERIFY]				
Core equipment, tools, supplies, safety gear, storage, maintenance, replacement, and backups				
Computer, phone, software, scheduling, payment, e-signature, records, security, and backup				
Website, business email, phone, listings, signage, accessibility, privacy, and marketing [VERIFY]				
Original intake, estimate, scope, checklist, quality, incident, invoice, and closeout templates				
Training, credentials, continuing education, renewal, testing, and professional memberships [VERIFY]				
Vehicle, delivery, travel, fuel, mileage, parking, tolls, rental, and route costs as applicable				
Bookkeeping, merchant fees, taxes, legal review, data protection, and records [VERIFY]				
Contractor, employee, payroll, supervision, quality control, and administrative support [VERIFY]				
Working capital, refunds, rework, claims, chargebacks, downtime, deductibles, and reserve				

BUDGET CONTROL

TOTAL ESTIMATE: _____ TOTAL ACTUAL: _____ CASH RESERVE: _____

WORKSHEET 03

Pricing and Estimate Template

01

SOURCE

02

DELIVER

03

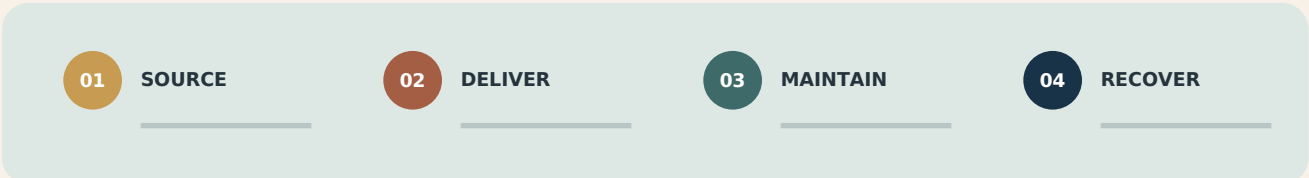
MAINTAIN

04

RECOVER

WORKSHEET 04

Appliance Rental Agreement



FIELD	AGREED DETAIL
Customer, legal entity, contacts, billing, service or delivery location, dates, and decision-maker	
Customer need, current condition, objective, constraints, success standard, and source documents	
Selected offer, quantities, deliverables, inclusions, exclusions, options, and completion standard	
Schedule, access, dependencies, customer preparation, approvals, delays, and communication	
Materials, equipment, substitutions, delivery, storage, utilities, security, and site conditions [VERIFY]	
Inspection, testing, checklist, documentation, acceptance, correction, and handoff	
Change orders, added work, hidden conditions, cancellation, rescheduling, and out-of-scope requests	
Fee, deposit, expenses, tax, invoicing, payment, late payment, refunds, and chargebacks [VERIFY]	
Licensing, permits, insurance, safety, privacy, accessibility, and customer-required controls [VERIFY]	
Warranty, maintenance, service response, damage, loss, limitation, and claim procedure [VERIFY]	
Confidentiality, records, photos, data, testimonials, portfolio use, retention, and deletion [VERIFY]	
Completion, acceptance, closeout, support period, complaint, dispute, termination, and signatures [VERIFY]	

Invoice Template

01

SOURCE

02

DELIVER

03

MAINTAIN

04

RECOVER

BUSINESS	CLIENT	INVOICE NUMBER	DATE DUE

DESCRIPTION	QUANTITY	RATE	AMOUNT
Discovery or intake			
Core service or product			
Materials or direct cost			
Delivery or travel			
Documentation or quality control			
Approved option			
Approved change			
Tax or required fee [VERIFY]			

SUMMARY	AMOUNT
Subtotal	
Tax [VERIFY]	
Credits / adjustments	
Total	
Balance due	

Appliance Inventory and Rental Tracker

01

SOURCE

02

DELIVER

03

MAINTAIN

04

RECOVER

DATE	LEAD SOURCE	NEED OR SCOPE	QUOTE	STATUS NEXT STEP

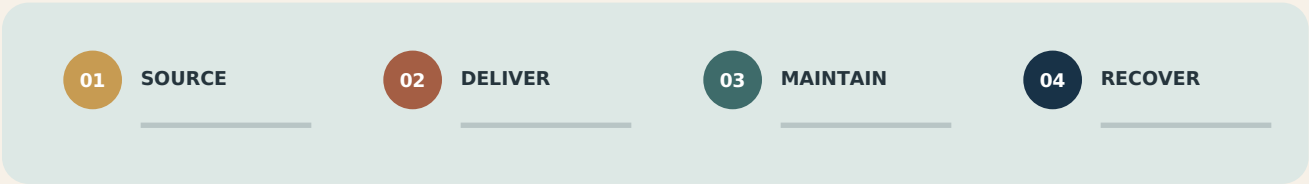
ASSET ID	CUSTOMER	MONTHLY RATE	PAID	SERVICE	STATUS
ASSET ID	CUSTOMER	MONTHLY RATE	PAID	SERVICE	STATUS
ASSET ID	CUSTOMER	MONTHLY RATE	PAID	SERVICE	STATUS

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ASSET ID	CUSTOMER	MONTHLY RATE	PAID	SERVICE	STATUS
ASSET ID	CUSTOMER	MONTHLY RATE	PAID	SERVICE	STATUS

ONE METRIC

SETS RENTED: _____ UTILIZATION: _____ SERVICE CALLS / SET: _____

Appliance Rental Compliance and Safety



Check licensing, zoning, and tax rules for your own city and state before starting.

CHECK	CONTROL	INITIALS NOTES
☐	Licensing, zoning, tax, advertising, privacy, accessibility, safety, environmental, and local rules are confirmed [VERIFY].	
☐	Required insurance, certificates, limits, exclusions, additional insureds, drivers, workers, and subcontractors are confirmed [VERIFY].	
☐	Written scope defines the offer, exclusions, responsibilities, schedule, acceptance, payment, warranty, and change control.	
☐	Equipment, tools, vehicles, products, software, storage, access, and backups are inspected and fit for the actual work [VERIFY].	
☐	Training, credentials, permits, inspections, records, recurring renewals, and customer requirements are current [VERIFY].	
☐	Customer, payment, property, employee, health, identity, and confidential data are minimized and protected [VERIFY].	
☐	Pricing, credentials, affiliations, testimonials, savings, results, and outcome claims are truthful and documented.	
☐	Incident, damage, spill, injury, complaint, refund, breach, interruption, and escalation procedures are written [VERIFY].	
☐	Work stops for unsafe conditions, missing authorization, inadequate coverage, prohibited scope, deception, or requirements outside competency.	

STOP RULE

Do not deliver or connect an appliance until ownership, condition, serial number, recall status, access, stairs, vehicle securement, electrical or plumbing compatibility, installation authority, leak testing, customer acceptance, insurance, and recovery terms are confirmed [VERIFY].