

MATERIAL HANDLING

HEAVY FORKLIFTS

PORT EQUIPMENT

AERIALS

RENTALS

USED

PARTS

SERVICE

SPECIALTY EQUIPMENT

**INTEGRATED SOLUTIONS.
CONNECTED SUPPORT.**

FINANCING

TRAINING

NATIONAL ACCOUNTS

FLEET MANAGEMENT

AUTOMATION

WAREHOUSE SOLUTIONS

SYSTEMS & SUPPLIES



EQUIPPED TO SERVE
EQUIPMENT
DEPOT®

EQUIPMENT DEPOT — YOUR CHAMPIONS OF UPTIME.

Unplanned downtime costs you money. That's why we focus on improving your uptime while also helping you organize your operations to maximize throughput. With our extensive range of customized solutions, we help you take care of business today and in the future.

- » America's largest independently-operated material handling and rental source
- » Over 50 locations across the U.S. and growing, covering over 3,000 miles, supporting an array of industries
- » Intelligent warehouse design and integrated system planning to increase storage space, maximize throughput and enable scalability
- » Large selection of new and used equipment from the most innovative and respected OEM brands
- » Extensive rental inventory with a newer, well-maintained fleet of over 12,000 units with on-time delivery guaranteed
- » Exclusive Technical Support Operations Center ensuring on-site repair success
- » 850+ highly trained and certified service technicians successfully completing 362,000 service calls per year
- » \$22M+ high-quality OEM parts inventory including all major brands — ready when and where you need it
- » Wide range of safety training courses designed to keep your team safe
- » Flexible financing options with leasing quotes in as little as 15 minutes, streamlined signing, and accelerated document process
- » Representing industry-leading OEMs as a member of the third largest material handling group globally and a part of the Mitsubishi Heavy Industries global family



Our one-of-a-kind pledge
and commitment to service



A LEGACY OF SERVICE.

Since 1939, we have been providing hands-on, local-market expertise and industry experience. We are proud to be a member of the third largest material handling group in the world, and a part of the Mitsubishi Heavy Industries global family.

From design to manufacturing, distribution to services, our parent company, Mitsubishi Logisnext, is a leading provider of forklifts — including innovative brands such as Cat® lift trucks, Mitsubishi forklift trucks, UniCarriers and Jungheinrich®, along with automation and logistics solutions.

Unlike other factory-owned, single-brand dealers, we offer a tailored solution to our customers with the right mix of equipment, systems, and services to ensure our customers' success, which we deliver across our coast-to-coast branch network.



Logisnext | A Group Company of Mitsubishi Logisnext

THE ONE STOP FOR FULL-SERVICE SOLUTIONS.

Equipment Depot provides everything your business needs to run efficiently and effectively. With an unmatched range of services and solutions, and our coast-to-coast network of support, we provide a one-stop source to solving your specific operational challenges.

As a full-service solutions provider, we cover a wide spectrum of industries; ranging from material handling and contractor services to port operations and agriculture. We apply our decades of experience, local knowledge, and extensive resources to drive positive results for you and your business. Whether you have a conventional operation or a highly automated facility, our team can design the right solutions to help you create more efficiencies and improve productivity.



100% SERVICE. 100% OF THE TIME.

At Equipment Depot, we promote a culture that embodies our core values — a passion to perform, the trust and power to act, responsibility for those actions, and the enjoyment of what we do.

We are committed to our safety-first mission to not only protect our team members but also to help our customers reduce injuries and minimize downtime, resulting in increased productivity and avoiding unnecessary costs.

Our **Equipped to Serve®** approach is embraced throughout our entire organization. It is demonstrated in everything we do — from interactions with our customers to supporting each other. Our team members strive to be committed, responsible, friendly and helpful. To us, that's what it means to truly be the Best Service Organization in the material handling and contractor services industries.

We stand by our service commitment to our customers by offering a one-of-a-kind pledge — the **Performance. Guaranteed.®** promise. It is our written commitment to you that we will deliver a superior level of service — all backed by the best people and products in the country.



BIG ON COVERAGE. BIGGER ON SERVICE.

We are the local service you can trust to work together to increase your operational efficiencies. At Equipment Depot, we are a full-service material handling solutions partner focused on helping our customers achieve their business goals.

MATERIAL HANDLING

If you need to move, stack, or store it, we will help you select the right lift trucks from a wide variety of industry-leading brands. From electric forklifts that run 16 hours straight to high-capacity forklifts and port equipment, we are your go-to company for best-in-class sales and service solutions.

AERIAL LIFTS

There are many models of scissor lifts, booms, telehandlers, and one-man lifts to consider for your maintenance or construction projects. Whatever the job requires, and whether you need to buy or rent, our expert team will recommend the best equipment for your specific applications.

RENTALS

Our RENTALEQ® has you covered with an extensive fleet of newer, reliable equipment with on-time delivery guaranteed. Rent equipment by the day or a fleet for months at a time at competitive rates. Reserve and manage your rentals online or with our convenient Equipment Depot app.

SPECIALTY EQUIPMENT

Get the top-selling indoor and outdoor products you need in one place, including aerial work platforms and agriculture equipment, plus utility vehicles. From tow tractors to stock chasers, you need reliable equipment and superior service to get your work done quickly and efficiently.



We know you can't afford downtime, so when you call, we deliver — on time and on budget. **Performance. Guaranteed.®**

Our outstanding customer service is exemplified by our passionate employees day-in and day-out.

SERVICE

We service all major equipment brands at your company or job site as well as in our well-equipped facilities. Our dependable 24/7 **SERVICEEQ®** and unique Technical Support Operations Center help you maximize uptime through regular inspections, maintenance, repairs and emergency service.

PARTS

We have over \$22M in OEM parts — in-stock, on-hand, every day. Our **PARTSEQ®** will get the right part to you when you need it, and we fix it right the first time. Our robust inventory of accessories includes forklift tires, batteries and chargers, dock supplies, and many other warehouse items.

WAREHOUSE SOLUTIONS

Our customized warehouse **EQSOLUTIONS™** provide the right mix of equipment, automated systems and technology. This integrated approach is designed to increase our customers' productivity, decrease operating costs, and prepare their businesses for future growth.

NATIONAL ACCOUNTS

As a National Accounts customer, you will gain access to our **EQONE®** suite of solutions, providing one point of contact to help manage your entire fleet. Our one source helps you streamline operations and increase productivity, and one set of nationally negotiated rates on equipment, parts, and service, saving you up to 25% through fleet optimization.



EQSOLUTIONS — STRATEGIC WAREHOUSE & AUTOMATION SOLUTIONS.

In today's highly competitive business environment, companies face a number of challenges, such as keeping up with technology, increasing capacity to meet customer demands and finding skilled labor. **EQSOLUTIONS** can help. We blend our in-house expertise with our network of industry partners to provide integrated warehouse and automation solutions engineered to help customers increase storage space, maximize throughput, improve productivity, and lower labor costs. No other company offers this level of support and intelligent warehouse planning.

WAREHOUSE SOLUTIONS

Design and installation support services with a comprehensive range of equipment, racking, storage and supplies.

AUTOMATE & OPTIMIZE

Technology and equipment options to maximize efficiency in semiautomated and fully automated operations.

REDUCE OPERATIONAL COSTS

Smart layouts improve space utilization, automate routine processes, and reduce warehousing costs.



INTEGRATED WAREHOUSE SOLUTIONS — ALL UNDER ONE ROOF.

We are your integrators, leading your warehouse design project from start to finish by making sure all systems work well together. Our approach is to assemble the right people, the latest technology, and best equipment to build a customized warehouse solution. We focus on six main areas:

- » **Analysis:** We evaluate every aspect of your warehouse operation and supply chain to recommend improvements that will save you time and money
- » **Design:** Our warehouse systems engineers, project managers, and intralogistics experts consult with you to develop a customized plan
- » **Technology:** We help you implement smarter systems and software that lead to more efficient throughput, safer procedures, lower operational costs and higher productivity
- » **Equipment:** We provide a vast range of industry-leading equipment including automated guided vehicles (AGVs), automated conveyor and storage systems, plus a full range of warehouse supplies
- » **Integration:** Our team will assist in integrating your order fulfillment technologies with your Enterprise Resource Planning (ERP) systems and provide the latest Warehouse Control Systems (WCS)
- » **Implementation:** We build a comprehensive project plan and manage the coordination, preparation, and implementation of your project throughout the entire process



AUTOMATE FOR EFFICIENCY. INNOVATE FOR SCALABILITY.

At Equipment Depot, we continue to develop more innovative solutions and ways to integrate technology to help boost your productivity. Whether you want to get more efficiency out of your multi-shift operations or just want safe, reliable transport for materials, let us help you incorporate automated vehicles, systems, and technology for your business.

Our team will start with an analysis of your overall workflow to better understand your current specifications, requirements, supply chain processes and goals. We will work with you to provide a tailored solution that integrates industry-leading equipment, conveyors, and other automated warehouse systems to help streamline processes and increase efficiencies.

AUTOMATED GUIDED VEHICLES (AGVS)

- » Address labor challenges by tackling redundant tasks
- » Operate 24 hours increasing overall throughput capabilities
- » Reduce product and facility damages with a comprehensive vehicle safety system
- » Run autonomously with added flexibility and adaptability to process changes

SEAMLESS INTEGRATION

- » Easily integrates into an existing IT and software landscape, or can be used as a stand-alone system based on your specific requirements
- » Adapts to any Warehouse Management System (WMS) or Enterprise Resource Planning (ERP) platform
- » Conveyors and Automated Storage and Retrieval Systems (ASRS) help reduce labor costs, improve productivity, and increase inventory accuracy
- » Radio-Frequency Identification (RFID) with transponder technology helps you manage your inventory, storage, and overall product movement



*The product shown may be different than the actual configuration based on market requirements.

YOUR ONE-STOP SHOP FOR STORAGE AND SUPPLIES.

From pallet racks to mezzanines, and conveyors to cabinets, we are the one-stop source for warehouse storage and supplies for your everyday industrial needs. No need to spend countless hours shopping multiple sources, we have already done the work — saving you time and money.

WAREHOUSE PRODUCTS

- » Mezzanines
- » Conveyors
- » Ergonomic Products
- » Workstations
- » Scissor Tables
- » Dock, Battery & Shop Equipment
- » Carts, Hand Trucks & Trailers

SAFETY PRODUCTS

- » Rails, Guards & Bumpers
- » Chemical Storage
- » Safety Gear & Equipment
- » Spill Containment

STORAGE SOLUTIONS

- » Racking & Shelving
- » Automated Systems
- » Cabinets, Containers, Hoppers & Storage Bins
- » Security Lockers
- » Vertical Lifts
- » Wire Decking





EQONE — ONE SOURCE. ONE CONTACT. ONE PRICE.

Our National Accounts team helps large, multi-location companies streamline their operations and save up to 25% through fleet optimization. With our **EQONE** suite of solutions, you get one point of contact to help you manage your entire fleet, plus one set of nationally negotiated rates for equipment, parts and service.

We blend “bigger is better” with local “know-how.” With one call, you can mobilize an entire team across our coast-to-coast network of more than 50 locations. The days of spending your time coordinating with numerous suppliers, managing operations across multiple locations, scheduling maintenance for a large equipment fleet, and keeping up with the latest technology are over. We are serious about uncovering ways to streamline your operations and optimize warehouse storage space — and we offer a free site evaluation to prove it.



ACTIONABLE DATA. SMART DECISIONS.

Manage your equipment your way and view essential information about your entire fleet in one place. Our FLEETE^Q® platform provides detailed data reporting and analytical assessments at your fingertips, so you can make timely decisions regarding maintenance schedules, budget, and equipment rotation to maximize performance and improve operational efficiency.

MANAGE WITH EASE

In-depth reporting gives you actionable insights and control:

- » Analyze spending according to goals and budgets
- » View planned maintenance and related invoices
- » Know when to relocate, replace or retire equipment
- » See the entire service history for a specific lift truck or fleet
- » Generate reports across key parameters

Easy-to-use dashboard for key metrics at-a-glance:

- » Truck locations
- » Total cost of ownership
- » Asset utilization
- » Rotation & retirement indications
- » Problem assets
- » Budgets



WE ARE HERE TO KEEP PRODUCTIVITY IN HIGH GEAR.

Whether you are moving, stacking, or storing, you depend on your material handling equipment to keep your business running.

As a full-service material handling provider, no one understands this better than us. To ensure your success, we only offer the most respected and industry-leading brands.

Whether you need one lift truck or a fleet, we have a wide variety of equipment and attachments to choose from, including a full line of warehouse products that can run 16 hours straight on a single battery charge. Our forklifts are ready to work when you are.

- » Advanced technology in electric warehouse products, cushion and pneumatic forklifts including reach trucks, order pickers, and walkie pallet jacks
- » A range of large-capacity forklift trucks to small-capacity internal combustion forklifts powered by liquid propane gas or diesel, offering power and durability
- » An expanded line of high-capacity forklifts and port equipment, with heavy-duty forklifts, container handlers, reach stackers, rubber-tired gantry, and ship-to-shore cranes — all equipped with the highest quality components backed by superior service



TOUGH EQUIPMENT BACKED BY SUPERIOR SERVICE.

We bring you the toughest heavy forklifts and port equipment with our expanded line of high-capacity lift truck products — all backed by superior service.

- » Toughest lineup of heavy-duty forklifts, container handlers, reach stackers, rubber-tired gantry and ship-to-shore cranes
- » Engineered to maximize durability and productivity, with major components readily accessible for ease of service
- » Equipped with the highest-quality components from the industry's most reliable and trusted brands
- » Proven in the world's largest and busiest ports with over 120,000 customers and 500,000 units in operation globally
- » Over \$40,000 in advanced safety features included, so you know your team is protected and productive
- » Ready-as-needed parts, service, and rentals all backed by Equipment Depot's **Performance. Guaranteed.**® pledge



*3-Year/6,000-Hour Major Drivetrain Component Coverage (includes engine, transmission, drive axle and main hydraulic pumps), 3-Year/6,000-Hour Comprehensive Full Machine Warranty

WE ARE YOUR LOCAL RENTAL RESOURCE.

When you need rental equipment, we have a fleet of over 12,000 ready-to-deliver to your company or job site. Our factory-trained and certified service technicians ensure our rental fleet is well maintained. We also cycle our rentals sooner, which means you have access to a broad selection of regularly updated, newer models. Our extensive rental inventory is one of the youngest in the nation and is ready to roll from over 50 locations coast-to-coast.

SEARCH. REQUEST. MANAGE. RENTING SIMPLIFIED.

We have made renting even easier with the Equipment Depot app. Search inventory, request equipment, view invoices, and manage your rental fleet — right from your phone. You can filter by job site, equipment type, rate, purchase order and more. This is truly renting simplified.

With RENTALEQ you can always depend on:

- » What you need, when you need it
- » Extensive rental inventory with over 12,000 pieces of equipment ready to roll
- » On-time delivery — guaranteed, or delivery is free
- » Daily, weekly, monthly, and long-term rentals at competitive rates
- » Operator safety, equipment training, and certification available
- » Dependable, trusted brands such as Jungheinrich®, Cat® lift trucks, Mitsubishi forklift trucks, JLG®, Genie®, JCB, Skyjack™ and more



QUALITY USED EQUIPMENT TO KEEP YOUR BUSINESS MOVING.

Equipment Depot has access to some of the best used material handling equipment on the market. From forklifts and mast lifts to booms and scissor lifts, our broad portfolio consists of industry-leading brands that are available at the right price to meet your needs.

- » Vast selection of high-quality material handling, construction, and specialty equipment to fit any budget
- » Well-maintained equipment sourced from our own rental fleet
- » Select from our extensive coast-to-coast inventory network consisting of only industry-leading OEM brands
- » Full range of products available online for easy searches
- » Ready for immediate and on-time delivery. Guaranteed.

SEARCH. FIND. BUY.

We make it even easier for you to find the right equipment by giving you complete access to our entire used inventory — online. Narrow down your selection by searching and filtering by equipment type, brand, location, year and even price. Scroll through photos and request a quote, all from your computer or phone. Visit used.eqdepot.com for featured deals at special pricing.





IT ALL BEGINS AND ENDS WITH THE BEST SERVICE.

With over 50 locations coast-to-coast, 850+ certified technicians, and a comprehensive OEM parts inventory, we are large, local, and ready to provide the service you can trust — Guaranteed. Sheer size means nothing without our unwavering commitment to service by our friendly, helpful and courteous team.

Our dependable SERVICE**EQ** covers all major brands of equipment. We are your single source for maintaining and repairing your mixed fleet. Make Equipment Depot your first choice for service, repairs and maintenance programs. No other company in the industry offers this level of support to ensure your success.

- » 850+ factory-trained and certified technicians, locally based
- » Delivering more than 362,000 service calls per year
- » \$22M+ OEM parts inventory to minimize downtime
- » Fully equipped service vehicles ready to roll when you need them
- » Service for all material handling equipment makes and models
- » Planned maintenance options, tire repair and annual inspections
- » Unique Technical Support Operations Center staffed with a large team of experts to guide our field techs through the most difficult repairs to ensure on-site repair success
- » 24/7 service, including 4-hour emergency response time to get your equipment up and running quickly

WHEN IT COMES TO PARTS, WE STAND APART.

Without the right parts, uptime quickly becomes downtime. That's why we work hard to have the parts you need, when you need them! It is our **PARTSEQ** commitment to get the right part to the right place, and get your equipment fixed right the first time.

We believe in fair pricing to give you maximum value. Because we know the reward for providing great service is continued loyalty, we work to earn your loyalty in each and every interaction. We want you to be confident in your parts purchases, which is why we guarantee all our parts for 6 months.

- » \$22M+ in reliable and high-quality parts inventory to minimize downtime
- » Order the parts you need whenever you need them, with full access to replacement parts 24/7
- » Your one-stop shop for high-quality OEM parts for all major makes and models
- » Ready to roll — ship to you, next day to your closest branch, counter pickup, or via our rolling fleet of service vehicles

POWER YOUR EQUIPMENT.

Through **EQPOWER**,™ Equipment Depot provides reliable energy solutions. From full-service power systems, to batteries and chargers, we help you increase productivity with faster charging technology and longer operating times.

- » Long-lasting lithium-ion batteries
- » High-quality lead-acid batteries
- » Power systems for stationary and uninterruptible power solutions
- » Full-service repairs on all brands



BUILDING OR MOVING, WE'VE GOT YOU COVERED.

AERIAL LIFTS

Need a lift? Name your need: construction, utility, booms or scissors — whatever the job requires, you can rely on high-quality, dependable aerial lifts from Equipment Depot. We offer the best brands and selection to meet any application.

- » **Booms:** Heights from 30' to 185', two- and four-wheel drive and models that will put you within reach faster and easier than scaffolding
- » **Scissors:** Self-propelled slab and rough terrain lifts, heights from 12' to 53'
- » **Telehandlers:** The power, reach and versatility you need with a capacity of 5,000 to 12,000 lbs. and heights of 19' to 55', plus all-wheel steering, along with two- and four-wheel circle and four-wheel crab
- » **One-Man Lifts:** Versatile, single-person electric push-around and drivable lifts provide safety and flexibility for smaller jobs and workspaces

SPECIALTY EQUIPMENT

Take your productivity to the next level with our extensive range of specialty equipment. With Equipment Depot, our in-house experts can help you select the best equipment from more than 40 top-selling brands.

- » **Agriculture:** Select from the latest tractors, rakes, balers, and mower attachments to simplify your farming and harvesting
- » **Utility, Tow Tractors & Floor Scrubbers:** Whether it's indoor or outdoor, transporting people or materials, our broad product portfolio enables us to fill all your specialty equipment needs

Genie®

JLG®

NEW HOLLAND

DREXEL

TENNANT

PRINCETON
DELIVERY SYSTEMS®

COMBILIFT
LIFTING INNOVATION

LANDOLL

COLUMBIA

Bendi

HOIST

KALMAR



SAFETY EXCELLENCE IS OUR PRIORITY.

SAFETY TRAINING

Equipment Depot is committed to establishing safe work practices for our organization at every level, and our safety-first mission shapes how we serve our customers. Helping you maintain safe equipment and create a safe work environment protects all your employees as well as your company. With our wide range of training and refresher courses, we help you:

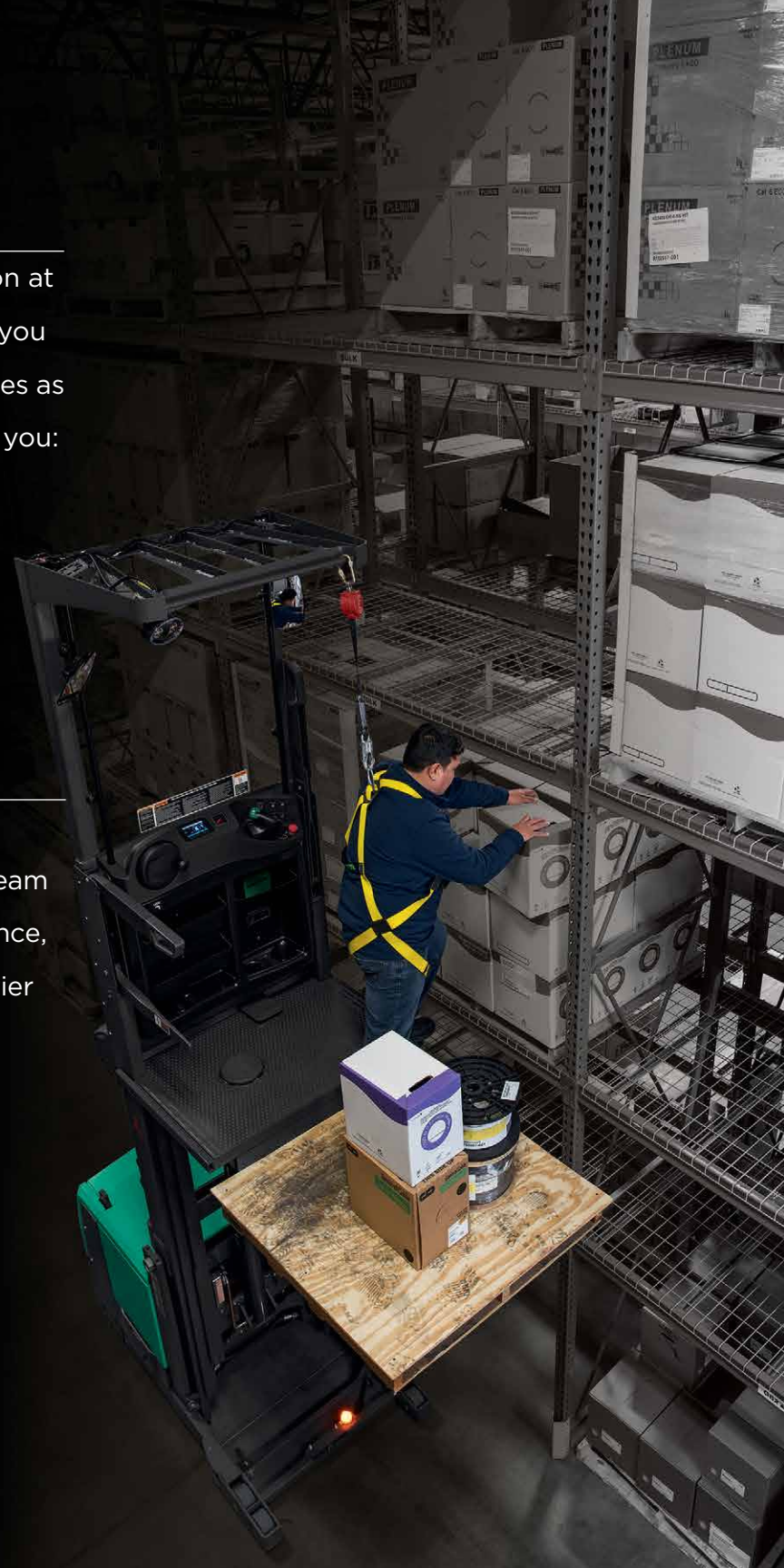
- » Avoid expensive fines or serious penalties by educating your team on best practices to comply with all OSHA safety regulations
- » Teach workers your company's policies and procedures through customized training programs

KEEPING OUR CUSTOMERS MOVING FORWARD.

INDUSTRIES WE SERVE

We are proud to cover a wide spectrum of leading industries. From the challenges of manufacturing to the complexities of logistics and transportation, our knowledgeable team can recommend the best equipment to tackle the toughest jobs. Our extensive experience, large coast-to-coast network, huge OEM parts inventory, and expansive line-up of top-tier equipment provides the best-in-class sales and service solutions you deserve.

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|------------------------------|------------------|---------------|
| » Warehousing & Distribution | » Transportation | » Agriculture |
| » Manufacturing | » Mining | » Forestry |
| » Port Applications | » Oil & Gas | » Utilities |
| » Construction | | |





FINANCING BACKED BY A NAME YOU CAN TRUST.

With Equipment Depot's **EQFINANCE**SM program, you can receive financing on any lease, rental or purchased equipment from an extensive lineup of new or preowned lift truck or aerial equipment. We provide a variety of tailored financing options regardless of whether you need a single piece of equipment, multiple units or an entire fleet.

NEW

Choose from various leasing programs with the option to include planned or full maintenance. We offer the most innovative and respected OEM brands in the industry.

USED

Customized payment options available. We offer a vast selection of high-quality material handling, construction, and specialty equipment to fit any budget.

RENT

Traditional financing comprised of standardized loans or lines of credit. Select from over 12,000 newer, well-maintained units with on-time delivery guaranteed.



THE WAY LEASING WAS MEANT TO BE.

We pride ourselves on providing the best service in the industry and offer a streamlined process for new, flexible equipment financing. We aim to get your equipment in your hands quickly and efficiently with the best payment possible.

ACCELERATED FINANCING PROCESS

Our streamlined finance tools fast tracks quoting and speeds up credit approvals and overall paperwork, getting equipment in your hands faster than traditional industry processes.

QUOTES IN MINUTES — NOT DAYS

Say “goodbye” to the wait — receive a leasing quote in as little as 15 minutes. Our industry-leading digital platform can process a quote faster, allowing you time to return to your operations.

DOCUMENT SIGNING STREAMLINED

Our new digital document signing system (eDocs) can speed up the application process by 48% and, on average, can cut out approximately 11 days, making the app process quicker and more convenient.

Equipment Depot blends traditional with nontraditional financing. Not only do we provide industry-standard financing, but we restructured some leasing programs to be very aggressive with exclusive options. Here are five we are proud to offer:

- » Flex Lease Option
- » Full Payout/\$1 Purchase Option (Capital Lease)
- » Fixed Price Purchase Option (FPPO)
- » Fair Market Value (FMV) Lease Option
- » Lease By The Hour[®] Option

All financing is in EQFINANCE's sole discretion, subject to credit approval, terms and conditions, and the accuracy and completeness of all information submitted, and representations made on application. These materials are for informational purposes only. Nothing herein constitutes tax advice and customers are advised to consult with their tax advisors prior to electing specific rates or options and for complete details specific to your situation.

CORPORATE GOVERNANCE

Equipment Depot's longstanding commitment to its customers, employees, and local communities is an integral part of who we are. For over 80 years, Equipment Depot has focused internally and externally to gain trust. We operate as an honorable, socially responsible organization that supports strong operating policies, planning, innovation and social initiatives.

SOCIAL RESPONSIBILITY

Equipment Depot believes deeply in giving back. Through our **Time2Help** initiative, our employees are paid 16 hours per year to support any local underprivileged, underserved nonprofit organization of their choice.

ETHICAL RESPONSIBILITY

From the inside out, as a team, and as an organization, we strive to better serve our customers and each other. This is why we take the position of **Equipped To Serve**® very seriously. Since our employees live and breathe our core values, we are committed to the success of our customers through our **Performance. Guaranteed.**® pledge, which ensures that they receive the best service and solution in every interaction with our team. We stand by our **Trusted To Deliver**™ Customer Experience promise to make a positive and honest impact, throughout their journey with us.

ENVIRONMENTAL RESPONSIBILITY

Keeping our environment safe and clean is another area of emphasis. From helping our customers maintain the safest work environment possible to establishing safe work practices for our company — safety first is simply part of our culture. We offer many industry-leading OEMs with unique advancements in electrification, and we are proud to provide emissions-free equipment and help do our part in keeping our air clean.

DIVERSITY RESPONSIBILITY

We view diversity as multifaceted. Equipment Depot believes that our coast-to-coast geographical footprint enables us to draw from a diverse talent pool across the U.S. We value diversity of thought and inclusion, and we firmly believe that having different backgrounds of experience is what makes a company successful. We are an Equal Opportunity Employer. All qualified applicants receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, or protected veteran status and will not be discriminated against on the basis of a disability.



OUR CX COMMITMENT TO YOU.

We realize that you have options. Our industry has evolved, expectations have changed and positive experiences are expected. At Equipment Depot, we empower one another to go above and beyond to provide our customers with the best **Customer Experience** (CX). From servicing equipment and answering phones to delivering a forklift on time, our goal is to fully meet your needs at every interaction. We believe in building strong relationships with you and with each other within our organization. Trust is key, and our goal is to deliver on our promise to be the Best Service Organization in the industry.

To support our commitment to serve, we created an internal mantra to illustrate how meaningful relationships and trust are to our organization. Our “Trusted to Deliver” mantra is part of every employee’s training at Equipment Depot and acts as a North Star for our internal culture.

TRUSTED TO DELIVER

Our customers trust us to be the Best Service Organization. This is more than just a statement; it is a promise to them — and to each other. We recognize that our **customers determine our success** and that **trust must be earned**, not simply given or expected. Our customers must know that we will fully meet their needs. They must know that we will always be knowledgeable, professional, effective, responsive, and most of all — remarkable. Leaving them with complete peace of mind knowing that they have made the right decision to partner with us. **We strive every day to excite our customers.** Trusted to Deliver means making a positive and honest impact, resulting in something extraordinary — a foundation built on “trusted relationships.”





PERFORMANCE. GUARANTEED.®

Other companies talk about performance. We guarantee it.
Here's our pledge and promise to be the Best Service Company in the industry. Period.

Resolution

Have a concern? Not for long. Our employees are empowered to solve customer concerns on the spot. If you are still not satisfied, it's elevated to the regional leader for immediate attention and resolution.

Service

Ready to roll 24/7/365 days a year and backed by a 4-hour emergency response time, or the first hour of labor is on us. Plus, free loaners on forklift and aerial lift repairs if we fail to fix it right the first time or by the time promised.

Parts

All parts purchased from us are guaranteed for 6 months.

Rentals

Rental equipment will be delivered on-time as promised or delivery is free.

30-Day Buyback

If the new equipment fails to perform as promised and you're not satisfied, we'll buy it back. It's that simple.

EQUIPPED TO SERVE®

KNOWLEDGEABLE
ACCOUNTABLE
EFFECTIVE
COMMITTED
FRIENDLY
RESPONSIBLE
SERVICE FIRST
PROUD
DRIVEN
HELPFUL
DEDICATED



—— EQDepot.com ——

