

Houston ToolBank Member Agency Fees

All known fees are due at the time of pickup. Any additional fees incurred throughout the order are due upon return. If payment can not be made at these times, an invoice will be sent to the preferred contact for the order. **Members with unpaid invoices will not be allowed to place tool orders until payments or arrangements have been made.**

Tool Lending Program Fees Reference the CLEANING GUIDELINES for required cleaning standards. View our TOOL TIP VIDEOS .	
Tool Handling	For tool orders, member agencies pay 3% of the retail value of each tool borrowed per week . Tools may be borrowed for up to eight weeks. Tool Handling Fees are waived for disaster response orders.
Rush Order	Tool orders placed with fewer than 3 business days' notice will be subject to a fee of \$25 , if the order can be accommodated.
No Call/No Show	If a pickup appointment is missed and Houston ToolBank is not contacted to reschedule within 1 business day, the order will be canceled and will be subject to a \$25 restocking fee .
Late Order Return	An overdue order accrues a late fee of 6% of the retail value for each overdue tool per week until the tools are returned, replaced, or a replacement cost is paid in full.
Tool Replacement or "Too Far Gone"	In the event that a tool is lost, broken, or no longer usable due to misuse, abuse, or missing parts, member agencies will be charged the retail value of the item.
Cleaning - Standard	\$25 per hour of labor required to clean the returned order.
Cleaning - Laundering	\$2 per item that is returned unwashed. Applies to all cloth items, including table linens, safety vests, and cloth gloves. Member agencies can avoid this fee by washing, drying, and folding items before returning.

Delivery & Pickup Fees

PLEASE NOTE: *the fees outlined below are IN ADDITION to any applicable Tool Lending Program fees. Coordination with Houston ToolBank staff is required for scheduling and appointments, and we cannot guarantee the availability of these services.*

Reference the [DELIVERY PROGRAM GUIDELINES](#) for additional details.

Delivery or Pickup to Neighborhood Tool Hub	There are NO DELIVERY FEES for receiving or dropping off any orders at our Neighborhood Tool Hubs as long as usage policies are followed.
Direct Delivery or Pickup Service	Within 40 miles of the Houston ToolBank warehouse, delivery or pickup is \$100 per trip to your site. More than 40 miles from the ToolBank, delivery or pickup is \$100 + \$1.25/mile per trip to your site.
Direct Delivery or Pickup Appointment Cancellation	If a delivery or pickup is canceled with less than 3 business days' notice, member agencies will be charged 100% of the direct delivery or pickup fee for the order.
Missed Delivery or Pickup Appointment	A \$100 fee will apply if the member agency is unavailable to receive delivery or pickup and/or is not communicating with the Houston ToolBank at the scheduled appointment time. This may also apply to a schedule change with less than 1 business day's notice.
Insufficient Loading or Unloading Support	A \$100 fee will apply if the member agency does not have the appropriate support onsite to support the unloading or loading of the tool order.