

We only used 1 of the 3, 125# cylinders that we rented. So, on something like this do we only get charged for one 125# for the week?

A gentleman walks up to the front desk at a hotel in Vegas and asks to book 3 rooms for the night; "I have a couple of friends joining me later." The hotel employee gladly takes his credit card info and hands him keys for all three rooms. The next morning when checking out the discussion goes like this:

Hotel Guest: "Good morning! I would like to check out. It turns out that my friends didn't show up last night, so two of these rooms never got used. I assume I will only be charged for one room."

Front Desk Clerk: "I'm sorry sir, you will be charged for all three rooms. After you rented the rooms last night, they were no longer in our inventory to rent. We couldn't give those rooms to other prospective hotel guests. I'm sure you can understand."

Guest: "Oh, yes. I'm sorry. I understand now."

An alternative reality in Vegas might have been....

Hotel Guest: "Good morning! I would like to check out. It turns out that my friends didn't show up last night, so two of these rooms never got used. I assume I will only be charged for one room."

Front Desk Clerk: "Let me check sir.... It looks like you spent the entire night gambling at our high stakes poker table. As you know, our main business is the casino. Based on your gambling habits, we will gladly comp. the cost of your hotel rooms for the night."

Compare this to our situation as a refrigerant reclaimer. Our main business revenue is from reclaiming and repackaging refrigerants for resale. Currently, reclamation of R22 is the main revenue source for our company. We feel that a business relationship must be built on a Win-Win basis. We want to serve our customers in such a manner that both companies can realize a profit. We gladly provide cylinders for short term use at "no charge" when they are returned full of used R22. When a customer who routinely turns in their used R22 for reclamation needs rental cylinders for short term use on a jobsite that will be returned empty or with a refrigerant other than R22, we do provide a rental option on a weekly charge basis. This is purely a service to our good customer. These good customers also recognize that a business relationship must be based on a Win-Win philosophy. When "extra" rental cylinders go unused on the jobsite, we still lost the opportunity to use those assets for the period of the rental. A weekly rental charge for the time they were in the customer's possession is proper.