THE OFF-HIRE PROCESS

Lessee requests off-hire in writing, giving notice as per contract terms, and advising last product information

Multistar advises if contract terms have been met and issues redelivery authorization to Lessee and to the depot

Lessee arranges to have tank trucked to a cleaning facility and then to Multistar's authorized depot. A cleaning certificate must Accompany the tank

Tank arrives at depot and rental stops as per contract terms

Depot prepares repair estimate and presents to Multistar for review

Multistar reviews estimate, allocates damage costs to Lessee or Multistar, and presents to Lessee for approval

Lessee is given 7 days to authorize repair estimate. If no response within this time, the estimate is considered approved and repairs authorized

If Lessee disputes the estimate, a joint survey conducted by two independent surveyors appointed by Multistar and Lessee is performed and their decision is final

The repair invoice is prepared by Multistar and sent to Lessee

Multistar