



Fluid Truck FAQs for BloomNet®

Fluid Truck is the best app to rent a commercial vehicle at the touch of a button! Help BloomNet® members complete floral deliveries, maintain extra storage, or hit new quotas quickly and easily. To watch our tutorial videos visit FluidTruck.com/help.

- **How do BloomNet® members create a Fluid Truck account?**

- Download the Fluid Truck app or visit FluidTruck.com.
- Follow steps to create an account. When inputting your business name, add "BloomNet®" at the end. For example, "Daisy's Floral Creations - BloomNet®"
- Upload photos of drivers license and wait for approval. Please note - driver licenses uploads can only take place within the Fluid Truck App.
- If you are a business owner, feel free to upload your Certificate of Insurance (COI).
- Finally, upload your preferred payment method to ensure a successful future booking.

- **How do BloomNet® members get their Fluid Truck discount?**

- During account creation, add "BloomNet®" to account name.
- The following discount codes are available for first time use BloomNet® members:
 - BLOOMNETWEEK80 (\$80 off a weekly rental)
 - BLOOMNETDAY30 (\$30 off a daily rental)
- Use the preferred discount code into the promo code section during checkout.

- **Who can the customer contact for help?**

- Fluid Truck has 24/7 customer service available at 888.233.8573 or email help@fluidtruck.com. Renters can also use the live chat feature in the app!

- **Can business owners stage Fluid Truck vehicles in their own lots?**

- Yes! To learn more about this option, contact your local Fluid Truck representative.

- **What sizes are the vehicles?**

- Check the app for the specifications of the vehicles. There are handy measurements easily available within the vehicle descriptions.

- **What about insurance?**

- Fluid Truck users have a few insurance options:
 - Fluid Truck business users must upload their COI during the account creation process.
 - Fluid Protect - Get into a minor accident? Under our contract with you, you will only have to pay up to \$3,000 out-of-pocket. Any amount over \$3,000 in damages would be covered by Fluid.
 - Fluid Protect Premium - Looking for total peace of mind? Pick this plan to safeguard against worst case scenarios. In the event of an accident, the borrower will only have to pay \$500 out-of-pocket for damages and Fluid will cover the rest. Please visit FluidTruck.com/faq/borrower-insurance for full insurance details.

- **Security deposit?**

- A \$150 security deposit will be placed on the user's card. Deposit refunds are initiated 72 hours after the lender has ended the reservation. It can then take 3-7 business days for your bank to process the transaction and post the refund to your account.

- **Who do I call during the rental for issues with customers?**

- Fluid Truck has friendly 24/7, 365 customer service agents at the ready. Call 888.233.8573 or email help@fluidtruck.com. Renter can also use the live chat feature in the app!

- **What if the customer is running late on return?**

- Fluid Truck users will get text messages one (1) hour prior to their return time. It's easy to extend rentals within the app.

Other tips and info for BloomNet® staff:

- Let customers know that Fluid Truck is a 3rd party company not owned or operated by
- BloomNet® Fluid Truck is in 420 cities across the country, servicing 85% of the population
- If their business has space, Fluid truck can position a vehicle(s) to stage at your location for quick access

Don't see an answer to your question here?

Visit the Fluid Truck FAQ page at FluidTruck.com/help/faq or fluidtruck.com/lp/partners/BloomNet

24/7 Customer Service:
888.233.8573 | help@fluidtruck.com