



CUSTOMER POLICIES

CUSTOMER RESPONSIBILITY:

If your order includes delivery/pickup, complete directions to the site are necessary as well as instructions as to where the merchandise is to be left, if no one will be there to receive the order. If the customer is not there and we have no instructions it will cause delay and possible extra cost if rescheduling is required. ALL DELIVERIES & PICK-UPS ARE "TAIL-GATE DROP-OFF". IF YOUR DELIVERY REQUIRES EQUIPMENT BEING TAKEN TO ANOTHER FLOOR OR A LOCATION NOT CLOSE TO THE DROP OFF ADDRESS EXTRA CHARGES WILL OCCUR. Responsibility for equipment remains with the renter from time of receipt to time of return. Tables and chairs should be knocked down, stacked, and ready for pick-up. ON PICK UP IF EQUIPMENT IS LOCATED ON ANOTHER FLOOR OR LOCATION NOT CLOSE TO THE ADDRESS OF PICK UP EXTRA CHARGES WILL OCCUR. All china, silver, glassware, etc. should be rinsed, food free, and repacked in the same containers they were received in. Linens should be refuse free and dry to prevent mildew; and returned in laundry bags provided. Be sure equipment is secured when not in use and protected from the weather.

OUR CANCELLATION POLICY:

Cancellations with less than FOURTEEN (14) days notice forfeits the reservation down-payments which is equivalent to 50% of the rental items. Exclusions to this are Tents, Concession Equipment and Special Order Items. Down payment on Tents, Concession Equipment and Special Order Items are NON REFUNDABLE, however you will be refunded your 10% security deposit.

CANCELLATIONS AFTER DELIVERY, INSTALLATION OR PICK UP FORFEITS ALL PAYMENTS.

DAMAGE WAIVER

Anywhere from 5% to 12% of the rental fee is charged to relieve the renter of liability for ACCIDENTAL damage to rented items. Also resetting of tenting after storm damage(during regular business hours). All damaged/broken items must be returned. EXCLUDED from this waiver are mildewed linens, missing items, loss or damage due to theft, burglary, mysterious disappearance, misuse, abuse or failure to care for rented item as one would his or her own property.

IF DAMAGE WAIVER IS DECLINED: The customer will be responsible for replacement cost of all missing and or broken items regardless of the reason for missing or breakage. CURRENT AND VALID PROOF OF INSURANCE CERTIFICATE MUST BE PRESENTED.

PAYMENT / DOWN PAYMENT:

In order to reserve items, we must receive 50% of the contract amount and credit card on file. If a credit card is not on file, a cash deposit equal to 10% of the contract total will be needed in addition to the down payment. We accept American Express, Visa, MasterCard, Discover, cash and local checks with a local driver's license.

Items cannot be held until these payments are received. Early planning ensures product availability. A reservation deadline of at least 1 week before the event is necessary in order to schedule delivery and labor needs. The balance of payment is due before we deliver (at least 3 days ahead) or when you pick up your items at our showroom. The credit card on file or cash deposit covers charges for missing or abused rental items, mildewed linens, cleaning fees on specific items, additional labor and/or services performed, and additional rent for late returns. The entire cash deposit will be refunded if items are returned per policy agreement. There are a few items with a large security deposit such as all-purpose canopies, grills, etc.

SECURITY OF EQUIPMENT

Responsibility for rented equipment remains with the LESSEE from time of receipt of the equipment until the time of return of the equipment or the time of pick up of the equipment by our crew. If rented equipment must be left unsecured YOU MUST GIVE NOTICE to the LESSOR so arrangements can be made or an OK given by LESSOR to leave equipment unsecured.