

## **Rental Terms**

A 25% non-refundable deposit is due on all reservations at the time the order is placed. Balance is due upon receipt of rental equipment. Additional fees may be applicable if early or late pick up is requested.

### **DELIVERY: FEES AND POLICIES**

Scheduled AM or PM deliveries are made throughout the metro area. Delivery fees vary depending on location of the event. There will be additional charges for before and after hour deliveries and pickups. Standard delivery fees include drop off at the lowest level of the building/structure. Certain job sites require labor intensive load in/out (including elevators and stairs). These logistical details must be made known prior to your event. Failure to provide accurate details regarding delivery location and terrain could result in additional fees. Please be specific about the delivery details of your location prior to making the reservation.

### **SETUP/BREAKDOWN: FEES AND POLICIES**

Set-up/breakdown on items is an additional fee. If we do not set up at your venue, we do ask that all items are broken down and ready to go at the time of pickup. Fees for set-up vary from item to item, tables, chairs, etc. If items are not broken down upon arrival, then breakdown charges will be applied.

### **PICK UP RENTAL REQUIREMENTS:**

Rentals must be picked up in a secure vehicle. A valid driver's license for the driver, a credit card and ID from the card holder must be on file. Items must be returned on your due date to avoid additional charges. Any items missing upon the return, and not returned within a specified amount of time, will be charged a

replacement fee. Customers are responsible for tying down items and must supply their own materials to do so. If it is not possible to pick up items in the transportation you have provided, we can attempt to schedule a last-minute delivery. All delivery fees will apply. We will do our best to accommodate you, but there are no guarantees.

### **DAMAGED/MISSING ITEMS:**

Renter assumes full responsibility of items upon possession and agrees to pay full replacement cost for lost/missing items or damaged items that are not covered by the damage waiver. A 10% damage waiver is an optional charge that is placed on all rental items. It covers accidental damage from normal usage. Damage Waiver does not cover loss or negligence. All damaged or broken items must be returned in the provided container. Missing items are not covered under the damage waiver and will be billed after the event, if not returned within a proper amount of time. Damage waiver fee is non-refundable once the rental contract is signed.

### **PRICING POLICIES:**

Rental prices are subject to change without notice. Please call if you need to check a current price on any of our items.

### **CANCELLATIONS:**

Please be aware that once your order is scheduled for the specific dates, all other clients have been refused your specific rentals and services for your event date. If the order is cancelled the 25% non-refundable deposit will not be refunded. As well as, if items on your order are deleted significantly enough to drop below the price of the 25% deposit, then any amount over the original 25% will not be refunded. If no deposit was paid, then you will be required in the future to pay

deposits on all future orders. If you must cancel and reschedule, we can reschedule your items as long as they are available for your newly specified date.