

## **Customer Pickup/Return Policy**

**PLEASE NOTE** OUR EQUIPMENT IS NOT OUTDOOR FURNITURE: DWC DOES NOT COVER ANY WATER DAMAGE TO OUR EQUIPMENT- EQUIPMENT MUST BE BROUGHT IN OVERNIGHT AND IN CASE OF RAIN TO AVOID MOISTURE AND WATER DAMAGE.

EQUIPMENT MUST BE RETURNED IN THE SAME CONDITION AS RECEIVED "CLEAN" TO AVOID A 50% CLEANING FEE (DIRT / MUD FREE)

**CUSTOMER PICKUP & RETURN POLICY:** ALL CUSTOMER PICKUP CLIENTS MUST BRING IN WITH THEM A DRIVERS LICENSE OR GOVERNMENT ISSUED ID AND A VALID CREDIT CARD.

**PLEASE NOTE:** ABSOLUTELY NO PICKUP TRUCKS ALLOWED, All items must FIT INSIDE OF VEHICLE - All items must be secured to avoid damage and not be exposed to in climate weather-to avoid replacement charge

**RESERVATIONS-**TO CONFIRM YOUR ORDER, A NON-REFUNDABLE 50% DEPOSIT IS REQUIRED. 100% NON-REFUNDABLE DEPOSIT IS DUE IF EVENT DATE FALLS INTO OUR CANCELLATION POLICY.

**CANCELLATION POLICY:** RESERVATIONS CANCELLED WITHING 14 DAYS OF THE CUSTOMER PICKUP DATE WILL BE BILLED AT FULL CONTRACT VALUE.

**DWC-DAMAGE WAIVER** IS AN OPTIONAL CHARGE (A NON-REFUNDABLE 10% OF RENTAL) AGAINST ANY ACCIDENTAL DAMAGE OR BREAKAGE TO THE EQUIPMENT, OR STAINS ON THE LINENS. **IT DOES NOT COVER LOST OR STOLEN ITEMS.** ALL BROKEN, DAMAGED ITEMS MMUST BE RETURNED FOR VISUAL INSPECTION (IF GLASSWARE BREAKS, PLEASE ONLY SAVE THE STEM FOR VISUAL INSPECTION.) EXAMPLES OF ITEMS NOT COVERED BY DAMAGE WAIVER: ANY ITEM NOT RETURNED. INCLUDING CRATES AND RACKS, EXCESSIVE AMOUNTS OF BREAKAGE (NEGLIGENCE) OR ANY WATER DAMAGE TO EQUIPMENT. IF DECLINED, THE CUSTOMER ASSUMES ALL FINANCIAL RESPONSIBILITY FOR THE REPLACEMENT COST OF THE EQUIPMENT.

CLIENT ACKNOWLEDGES THAT THEIR CARD ON FILE WILL BE CHARGED FOR ANY OF THE ABOVE ADDITIONAL FEES

**BY SIGNING THIS PROPOSAL YOU ARE CONFIRMING THAT YOU ACKNOWLEDGE THAT THIS IS A LEGAL BINDING CONTRACT AND THAT YOU HAVE READ OUR ABOVE REQUIREMENTS AND CANCELLATION POLICY GUIDLINE ATTACHED TO THIS PROPOSAL.**

Client Signature: \_\_\_\_\_