



Customer Pickup / Return Policies

Available Hours: Monday-Friday: 9am - 4:00pm, Saturday and Sunday: Closed

Please see website for office and warehouse hours around holidays.

All customer pickup clients must bring in a driver's license or government issued ID and a valid credit card.

PICKUP RESTRICTION: Absolutely no pick-up trucks or open bed vehicles are allowed to transport our equipment. All items must fit securely inside of vehicle to avoid damage and to not be exposed to inclement weather. Any item returned in a pickup truck is subject to replacement or repair fee. Customers are responsible for loading and unloading equipment unless waiver is signed at pickup.

OUR EQUIPMENT IS INTENDED FOR INDOOR USE ONLY: Tables are wood tops with steel frames and chairs have either steel or wood frames. Damage Waiver Charge (DWC) does not cover any water damage to our equipment. If used outdoors, all equipment must be brought indoors or secured under tent overnight in case of inclement weather to avoid water or moisture damage. Equipment must be returned in same condition as received to avoid a minimum 50% cleaning fee (dirt/mud free).

RESERVATIONS – To confirm your order, a credit card and a non-refundable 50% retainer is required. 100% due if event date falls into cancellation policy.

CANCELLATION POLICY: Reservations canceled within 14 days of the customer pickup date will be billed at full contract value.

DAMAGE WAIVER CHARGE (DWC): is an optional (**non-refundable**) charge equal to 10% of the equipment rental total. It covers against any accidental damage or breakage to the equipment, or stains to linens. **IT DOES NOT COVER LOST OR STOLEN ITEMS.** All broken or damaged items must be returned for visual inspection (**if glassware breaks, please only save the stem for inspection**). Examples of items not covered by damage waiver are items not returned, excessive amounts of breakage (negligence) or any water damage due to leaving equipment outside. If declined, the customer assumes all financial responsibility for the replacement or repair cost of the equipment.

CLIENT ACKNOWLEDGES THAT THEIR CARD ON FILE WILL BE CHARGED FOR ANY OF THE ABOVE SERVICES RENDERED AND OR ADDITIONAL FEES IF SERVICE IS NOT PAID FOR IN ADVANCE.

Client Initials: _____

By signing this policies page, you are confirming that you acknowledge that you have read the above policies and this is a legal binding contract addendum Client Signature:

x _____