

STATEMENT OF RENTAL POLICIES

LINENS. Table linens are inspected prior to pick up and upon return. DO NOT ROLLUP OR PLACE WET LINENS IN ANY BAG – mildew will result. Return all linens dry and free of waste. DO NOT LAUNDER LINENS after use.

WILL-CALL. It is the Customer's responsibility to verify the rental order upon leaving The Rental Center. The Customer assumes responsibility for rental equipment once the order has been loaded and verified by your signature. Will-Call orders require payment at the time of pick-up. The Rental Center will assist you in loading and unloading Customer's vehicle; however we will not take responsibility for damage to your vehicle or the way in which the items are secured.

IF YOU ARE NOT IN THE PROPER SIZE VEHICLE OR DO NOT HAVE THE TIE DOWNS NECESSARY TO PICK UP YOUR ORDER, WE WILL NOT RELEASE THE PRODUCT. THESE RESTRICTIONS ARE NOT ONLY FOR YOUR SAFETY DURING TRANSPORTATION, BUT ALSO FOR THE SAFETY AND QUALITY CONTROL OF OUR PRODUCTS.

Will call orders placed less than 7 days will now have a \$35 will call express fee added. (MAY-OCTOBER)

Final changes are required 3 days prior to pickup to avoid modification fees.

Final payment is due 2 days prior to pick-up – CARD ON FILE IS CHARGED

DELIVERY/PICK UP. The Rental Center's standard delivery and pick-up policy shall be at our convenience. Delivery is made to closest point truck can park. Extra charges will result in deliveries to upstairs, elevator use or any point where extra time is involved. Our service does not include set up and knock down of tables and chairs. If this service is required, arrangements should be made several days prior to delivery with a special charge quoted. If no arrangements are made and this service is desired on delivery, our driver must call for authorization. If time permits, we will try to accommodate you after quoting the price. Upon pick-up, all items must be stacked / bagged in the same manner and location that they were delivered; china, flatware, etc. needs to be scraped (not rinsed) and stacked in the same containers in which they were delivered. On pick up, a knock down fee will result if rental items are still up.

RESERVING EQUIPMENT. Quotes or proposals do not guarantee availability of rental equipment. A signed rental contract is needed for all reservations. Orders of non-tent items over \$100 require a 25% deposit and a valid credit card to reserve items. All tent items require a 50% nonrefundable deposit due at the time of reservation. All deposits are non-refundable. TENT deposits are not transferable to other rental items.

CHANGES AND CANCELLATIONS. Any modifications made on existing orders less than 7 days before delivery date will be subject to a \$115 Modification Fee. All deposits are non-refundable; cancellations made after reservation & deposits received will forfeit all deposits and pre-payments. Any changes made after the order has been processed for loading are subject to a 100% restocking fee and additions will result in a separate 'Add-On Contract'. For tent items, any changes or cancellations made any time after the time of reservation will be charged 50% of the rental rate as collected in the non-refundable deposit; any cancellation made after the order has been loaded are subject to 100% cancellation fee. Any and all items cancelled after being loaded or delivered are subject to a 100% cancellation fee.

New deliveries placed less than 7 days in advance will be subject to an Express Fee. From May 1 through October 31 (peak season) the Express Fee is \$60. From November 1 through April 30 (non-peak season) the Express Fee is \$35.

FINAL PAYMENT. Final payment is due 48 hours prior to delivery. The credit card used to reserve equipment items will be used for final payment unless alternative payment is arranged the week prior to the event. Orders will not be scheduled for delivery until FULL payment is received. Personal checks are NOT ACCEPTED as a valid form of payment

unless prior authorization has been received from Rental Center Accounting Department. In the event of a returned check, The Rental Center has the authority to charge the credit card on file for the amount of the check plus a \$30 returned check fee. If you have ACCOUNT terms with the Rental Center, payments are due Net 30. A service charge of 1.5% per month will be incurred on all amounts not paid within payment terms.

EMERGENCY SERVICES. In the event of a rental emergency (i.e. incorrect items were delivered, items were delivered damaged, items are not working properly, problems with a tent, etc.) The Rental Center does provide 24-hour assistance. Please call our office at 916.773.2133 for the recorded message with the phone number of the on-call driver for that day.