



Frequent Asked Questions

HOW SOON DO I HAVE TO PLACE MY ORDER?

The sooner the better. For tents and large scale events you should be thinking of one or two months in advance or even earlier if you can. For small orders, usually a week or two is sufficient.

IS THERE A DELIVERY CHARGE?

Yes, there is a delivery charge. The charge is determined by ZIP code and the type of equipment. The delivery charge does not include set up and/or break down of the rented items. Rental Items will be dropped off to the nearest and convenient ground level or loading dock. Please call for rates on special situations. Our drivers are instructed to stack rentals in an organized, mutually convenient place and should be ready for pickup the same way.

WHAT ABOUT DELIVERY AND PICKUP AFTER-HOURS, WEEKENDS AND HOLIDAYS?

Yes, this service is available for an additional fee and provided we have advance notice. Some restrictions apply so please call for details. Normal delivery hours are Monday – Friday from 8:00 a.m. to 5:00 p.m. and Saturday from 8:00 a.m. to 2:00 p.m.

CAN YOU DELIVER WITHOUT ME BEING THERE?

Yes, provided that we can leave equipment in a garage or a covered porch and you have already signed and faxed back a rental contract to our office. Please remember that all delivered items are the customer's responsibility from time of delivery until it is returned.

WHAT IS YOUR CANCELLATION CHARGE FOR ORDERS?

A 50% refund will be given 30-15 days prior to an event. A 25% refund will be given 15-5 days prior to an event. Once an order has been placed, we will allow quantity changes, up to 5 days prior to delivery if available.

WILL YOUR DELIVERY DRIVER CARRY TABLES & OTHER RENTALS INTO MY HOUSE, DOWNSTAIRS ETC.?

Our delivery personal will stack them in an organized, mutually convenient location and pickup them up from the same point. Most often this would be your back yard or front door. Anything beyond that is your responsibility.

DO YOU SET UP THE TABLES AND CHAIRS?

This service can be provided for an extra fee depending on the time of year and the scope of what is required. Please call our office for information.

DO I HAVE TO WASH THE LINENS?

No. They will be laundered anyway so just shake it out to remove any debris. Don't pack them in a plastic bag if they are wet because there is a possibility of mildew over the course of a weekend. Also, remember candle wax ruins linens too. If any linen or skirting is damaged, burned or gets mildewed you will be responsible for the replacement cost of that item.

WHAT ABOUT LOSSES?

Breakage, missing or weather damaged items are charged at retail replacement value. Please call our office for details concerning your specific rental order.

DO I HAVE TO WASH THE DISHWARE, GLASSWARE, AND FLATWARE?

No, but rinsing them free of food and debris is required. Cleaning charges will apply if the items are not returned in a reasonably sanitary condition. Some items may require a cleaning deposit.

I'VE GOT A PRICE FROM A COMPETITOR AND ITS LOWER, WILL YOU MATCH IT?

Yes as long as it is reasonable in nature and the products you're comparing are the same. The truth is that's usually not the case and especially for commercial or large scale productions you should know what your suppliers track record is. Not everyone has done what we have over the last 30 years or has the design knowledge and experience to complete your event needs and execute them in a safe and professional manner. If prices are significantly different there's usually a reason. Ask why before you compare on price alone