



ABOUT RENTING

In an effort to better serve you, we have put together some guidelines that will help define our operations to you.

- **RENTAL RATES**

All charges are for time out, whether used or not, so make your selections carefully. Payment is due at time rentals are received for all walk in customers. Deliveries orders require a 50% deposit and balance is due 7 days prior to event delivery date.

- **AVAILABILITY**

While we have an extensive inventory, reservations are recommended in order to guarantee the items you want.

- **DELIVERIES**

Standard charges are for deliveries made to the door at ground level and to easy access areas. For all other deliveries, rates will vary depending on the labor, time and distance involved. Orders will be loaded the afternoon prior to delivery. Changes made after loading are subject to a service charge. Our delivery fees do not include set-up or take down of equipment and or specific delivery and pickup times.

If our driver cannot locate the items or get access to where they are for some reason, the delivery or pickup fee will apply and be charged a second time for the return trip. We can usually accommodate special situations as long as we have advance notice.

- **RESPONSIBILITY**

Once delivery has been made, customer is responsible for equipment, so check and count your order upon receipt and prior to return. Shortage must be reported prior to the event or the invoice quantities will be considered received.

- **LOSS OR DAMAGE**

We do charge for missing or damaged items, so please be sure to call us immediately if there is a problem with any portion of your order.

- **CLEANING**

You will receive all items clean and ready for use, and all packed in special containers. All equipment, especially food service items, must be rinsed food free and packed in their original cartons prior to pick up or return. Additional charges will be imposed for packing cartons and boxes not returned, and for cleaning of equipment returned dirty.

- **LINENS**

Customers ordering linen assume all risk of loss or damage to the linen from any cause whatsoever.

In the event linen is not returned or is returned torn or damaged, a full replacement cost will be charged in addition to the rental charge.

Any question that you may have please call the office at 239-643-1334