

## RENTAL INFORMATION

The Party Division of Action Rentals and Sales is open Monday through Friday, 7:30 am to 5:30 pm and Saturday, 8 am to 3 pm. We are closed on Sunday.

### **Reservations, Deposits, and Payment terms:**

Early planning for any event helps to ensure the availability of the items you need since rental is on a first-come, first-served basis. A deposit is required to reserve the items you need for your event. The balance is due 14 days before delivery. If you are picking up your items, balance is due at time of pickup. Tent rental deposits are 1/3 the price of the tent. Sub rental deposits are 1/2 the cost of the linens, plus any shipping and handling charges that may apply. Linen deposits vary according to number of linens ordered. Deposits for linens should, if possible, be paid by credit card to expedite the refund process when linens are returned. See linen policy for further details. All other deposits will vary according to items ordered. Rental items will be confirmed when deposit has been received.

We accept Visa, Master Card, American Express, Discover, cash and local checks with drivers license.

### **Rental Period:**

Most prices are quoted for a 1-day event. Wedding rentals are 3 for 1. For example, if a wedding is on Saturday, all items may be picked up or delivered on Friday, and they will not be due back until Monday. You pay only the 1-day charge. If you need a longer rental time, we will be happy to provide you the long-term rates. We charge for all items picked up or delivered, regardless of whether they are used. All prices are subject to change without notice.

### **Changes:**

Additions to orders are welcome, subject to availability. Additions can be made up to 2 pm the day before pickup or delivery. Subtractions can be made up to 14 days before the event. Any subtractions made less than 14 days before pickup or delivery will result in a restocking fee.

### **Cancellations:**

Cancellations on tents less than 30 days prior to delivery will forfeit the reservation deposit. Cancellations on all other reservations with less than 14 days notice will forfeit the reservation deposit. Cancellations **AFTER delivery, installation, or customer pick-up result in FORFEITURE OF ALL PAYMENTS.**

### **Delivery/ Pickup:**

Delivery and pickup is available on all orders over \$100, with the exception of tents. Delivery charges are determined by location and by the number of vehicles needed, so costs will vary. Please call our office for charges.

Delivery/Pickup is tailgate drop off. If you request delivery/pickup to a specific floor or area more than 25 yards from truck, additional labor costs will be assessed at a rate of \$25.00 per man, per hour. We will neatly stack all items in a mutually convenient location. Special containers are provided for china, glassware, etc. to ensure you receive your items sanitized, undamaged, and ready for use. Items should be neatly stacked in the same area ready for pickup.

Delivery/pickup is scheduled on a first-come, first-served basis. You may request morning (9-11:30 am) or afternoon (12:30-5 pm) delivery/pickup. For exceptions, see tents. More specific delivery/pickup times may be scheduled for an additional fee.

Please make any special arrangements with us before delivery/pickup is made. Complete directions to the delivery site are necessary along with any special instructions as to where the rental items are to be left. Failure to provide specific instructions can cause delays and possible extra charges if the delivery has to be rescheduled.

### **Customer Responsibilities:**

Responsibility for all items remains with the renter from time of receipt to time of return. Customer is

bound by the Terms and Conditions found on the back of all contracts. Tables and chairs should be taken down, stacked and ready for pickup. All china, glassware, etc., should be rinsed, free of food, and placed in the same containers in which they were received. Linens should be free of crumbs, confetti, bugs, etc. and dry to prevent mildew. Be sure items are secured and protected from the weather when not in use.

**Precautions for Linens:**

You must use precautions when using candles. Any linens returned with wax on them will be charged for cleaning and possibly replacement.

We recommend using a mirror under the candle or votive holders to avoid spillage. All candles – even those sold as driplless – have a tendency to drip.

Do not put wet linens in plastic bags. They will mildew. Mildew stains cannot be removed from linen. There will be a replacement charge for all linens returned with mildew stains. Linens showing signs of abuse, such as burns, tears, used to wipe up spills, stepped on, or permanently stained will incur extra charges for cleaning and/or replacement.

**Item Use:**

When picking up or accepting delivery of an order, please learn to use the item(s) rented. We do our best to show each customer how to safely use our equipment. If an item does not work, please contact us immediately. When picking up or accepting delivery, please make sure you have received all of the items on your reservation. If something is not correct or acceptable, we need to know immediately in order to remedy the situation.

**Thank You!**

We at ACTION RENTALS AND SALES wish to thank you for allowing us to be a part of your special event. We appreciate your confidence and strive to make sure every event is successful and memorable. If you have any questions, please call us at (423) 246-5181. You are the reason we are here!

\*PRICES SUBJECT TO CHANGE WITHOUT NOTICE.