

# RENTAL POLICIES at Events Unlimited

## *Reservations*

To ensure quantities and availability, customers are encouraged to place all rental orders well in advance, at least two months in advance for tents & canopies, all other orders at least four weeks. First time renters must provide a valid driver's license and valid debit or credit card. **All reservations require a 50% non-refundable deposit.** We accept Visa, MasterCard, American Express, Discover, and Company Checks as a form of payment. Personal checks are not accepted. For delivery service, any remaining balance must be paid in full one week prior to the scheduled delivery. Customer pick-up orders, balance must be paid in full upon picking up rental equipment.

## *Delivery*

Deliveries are available Monday through Friday during our business hours. Normal charges apply to deliveries within Newcastle County and include unloading to first floors or loading docks. An additional fee will apply for travel beyond Newcastle County and deliveries requiring added labor such as, but not limited to, steps and elevators. The customer is responsible for order confirmation and accuracy upon delivery. Please notify **Events Unlimited** at the time of delivery if items are missing or damaged to receive a refund or credit. The customer assumes all liability after **Events Unlimited** leaves the delivery site. Additional charges may also apply for special deliveries outside normal hours including Sunday, holidays, or narrow time schedules.

## *Pick Up*

Pick-up service is available Monday through Friday during our business hours. Items should be cleaned and assembled in a single location as specified earlier. All china, silver, utensils, etc., should be cleaned, food-free, and re-packed in the same containers as delivered. Additional charges will apply for all unreturned boxes and crates, breakage, loss and excessive cleaning. Linen should be dry and free of debris to prevent staining and mildew. Tables and chairs must be folded, stacked and ready for pick up unless **Events Unlimited** is contracted for setup and/or takedown. Wax must be removed from candelabras. Items not meeting these conditions are subject to additional fees.

*CONTACT AN EVENT SPECIALIST TO FIND OUT IF YOUR DELIVERY WILL INCUR ANY ADDITIONAL COSTS.*

## *Damage Waiver*

**Events Unlimited** guarantees rental equipment is in top working condition but we understand that accidents can happen during an event. The damage waiver is a one-time, non-refundable charge to cover the customer against any accidental damage and avoid extra charges. Vandalism, theft, mysterious disappearance or excessive damage is not covered under the damage waiver. The customer has the right to decline the damage waiver but will be held liable for damages that occur; additional charges may apply.

## *Loss or Damage*

The customer retains full responsibility for rented equipment from the time of pick-up/delivery to the time of return. Please be sure equipment is secured when not in use and protected from the

weather. Additional charges will apply for missing, broken, burned or heavily damaged items. China, glassware, etc., will be considered broken if returned chipped. We do not rent china or glassware that is chipped; once it is chipped we discard it. If you discover a chipped or broken item when you unpack your order, please notify us at once so that we can promptly replace the item.

***Set up and Breakdown***

Set up and breakdown service is available at a reasonable additional cost if arranged in advance. If no arrangements are made and this service is desired on delivery, our drivers must call for authorization and pricing. Call one of our event specialists for the latest set up and breakdown charges.

**\*PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE - THESE POLICIES DO NOT SUPERSEDE WHAT IS STIPULATED IN THE SIGNED RENTAL CONTRACT.**