

# Rental FAQ

## **HOW FAR IN ADVANCE SHOULD I RESERVE THE EQUIPMENT I NEED FOR MY EVENT?**

We will accept reservations for weddings one year prior to your big day. For other large events, it's a good idea to reserve approximately three to six months in advance of your event date.

## **I AM READY TO MAKE A RESERVATION. HOW DO I GO ABOUT PLACING AN ORDER?**

When you are ready to place your order, call our office at (803)649-5402. One of our Event Specialist will check availability, go over pricing and pick-up or delivery instructions, and answer any questions or concerns you may have at that time. Reservations require a 50% deposit and a credit card to have on file.

## **DO I NEED TO CLEAN THE RENTALS BEFORE I RETURN THEM?**

When renting china, glassware, and/or flatware, we ask that you remove any excess debris by rinsing off the equipment prior to returning. You should not wash these items, as some soaps/detergents may damage the equipment. If you rented linens, under no circumstances should you wash or dry them. If linens become wet while in your possession, please allow them to air dry before folding them up.

\*DO NOT STORE IN A CLOSED PLASTIC BAG

## **HOW LONG IS THE RENTAL PERIOD?**

In almost all cases, our rental rates are based on a reasonable event period. We recognize that a 24-hour rental window may not make sense if your event occurs over the weekend. We consider Friday to Monday to be the same as a one-day rental. If your event occurs on a weekday, we will gladly deliver the day before and pick-up the day after your event for a one-day charge.

## **IS A DEPOSIT REQUIRED?**

Upon reserving, we will ask for a 50% deposit as well as a credit card to have on file. We accept all four major cards. If there is a tent on your reservation, the portion of the deposit covering the tent is non-refundable. Payment is due in full prior to delivery. We will charge the card on file the day before delivery, unless other arrangements have been made.

## **WHAT IS THE CHARGE FOR DELIVERY?**

Delivery fees start at \$35 and are based on distance from our warehouse and difficulty of delivery (multiple levels, elevator access, distance from truck parking to event location, etc.)

## **DO YOU OFFER CUSTOMER PICK-UP?**

Yes! Customers are welcome to pick-up from our office Monday-Friday 9 a.m. – 3 p.m. Some items are not available for customer pick-up.

## **WHAT TIME WILL MY RENTALS ARRIVE?**

Delivery schedules are not completed until one business day prior to the delivery date. Unfortunately, late changes to existing orders and other unexpected events such as traffic and bad weather can cause

delays or a shuffling of the delivery schedule. You may call our office at any time on the day of delivery and we will make a sincere effort to estimate the time of our arrival.

**DO I HAVE TO BE HOME WHEN YOU DELIVER OR PICK UP MY RENTALS?**

No, you do not have to be home. However, there must be a secure place for the rental items that is shielded from possible inclement weather and easily accessible for our crew.

**DOES YOUR DELIVERY FEE INCLUDE SET-UP?**

Items that require assembly such as tents, stages, and dance floors include set-up and tear-down in the rental fee. Set-up of tables and chairs are available for an additional fee of \$1.00 per table, \$.30 for plastic folding chairs, and \$.50 for padded or chiavari chairs. Tear-down is available at the same rate as set-up. These arrangements must be made prior to delivery on a case-by-case basis if time and labor permits. A site plan must be provided and it is highly encouraged that a representative from the event be on-site for set-up if you wish for us to set up tables and chairs.

**WHAT HAPPENS IF WE ARE REQUIRED TO HAVE EVERYTHING OUT OF THE VENUE IMMEDIATELY AFTER THE EVENT?**

After hours or weekend pick-ups can be arranged for an additional fee.

**HOW DO I GET IN TOUCH WITH YOU AFTER HOURS IF I HAVE AN EMERGENCY RELATED TO MY EVENT?**

If an emergency concerning your existing rental order arises during non-business hours, please call our office (803)649-5402 for an on call emergency line. We will try to resolve the problem as quickly as possible.

**WHAT HAPPENS IF WE DAMAGE A PIECE OF EQUIPMENT WHILE IT IS IN OUR POSSESSION?**

If the item can be fixed under our damage waiver policy, there will be no charge. Otherwise, you will be charged the replacement cost of the damaged or missing items.

Security of the rental equipment is your responsibility! Equipment must be protected from theft and weather-related damage while in your possession!

**DO I GET MY MONEY BACK IF I DO NOT USE THE EQUIPMENT?**

Unfortunately, no. Once our equipment leaves the warehouse we are not able to rent the items to other customers. Therefore, once the items are in your possession, you must pay for them.