



## Frequently Asked Questions

### **When should I make a reservation?**

The sooner the better. Early planning ensures product availability. A reservation will confirm the items you need will be available on the day you requested.

### **If I rent something when is it due?**

Refer to the contract you sign for return date & time. Typically equipment is due back the following Day, Week, or Month from the start of your rental.

### **Can you help me to determine the items I might need?**

Yes, our event rental professionals are always available to help you with your event. We can suggest items to you to help your event look beautiful yet run smoothly.

### **What about changes to my order?**

Changes are best made 72 hours prior to your event but because certain items may be specially ordered just for your event some items do require two weeks advanced notice to cancel. Additions to your order are always welcome subject to availability. Please remember we always do our best to accommodate your needs.

### **I rented something and it broke down. What do I do now?**

During business hours call our office to speak to a mechanic. After hours call our office and leave a message so we can document break down time.

### **I rented something and it broke down over the weekend. What do I do now?**

We do not offer a Weekend Repair Service. For weekend breakdowns refer to your rental contract for our Weekend Assistance Number for Verbal Assistance.

### **Is there a cleaning charge if I return something dirty?**

Equipment needs to be returned as clean as you received it. Additional charges may apply to dirty equipment.

### **What if I return something late?**

Every situation is different. The best plausible solution for both parties is communication. If you are planning on being late, call us or leave a message.

### **Do I have to return the equipment fully fueled?**

Equipment is rented to you full of fuel. It must be returned to us full, or fuel charges may apply.

## **I want to rent something on Saturday when do I pick up & return?**

Take advantage of our Weekend Rental Special. Pick-Up between 4-5 PM Friday & Return 7:30 - 9 AM Monday for a One Day Price.

## **What does Damage Waiver/Rental Protection cover?**

Damage Waiver covers accidental damage. It does not cover misuse of our equipment.

## **What is the rental period?**

Most prices are a one-time charge and based on a per event fee for up to a three day time period. Beyond this additional charges are applied. We do charge for all time out, whether the equipment is used or not. Items may be rented for longer periods of time.

## **What is the charge for pickup and deliver?**

The fee is based on the size of the order, the distance we travel and any out of the ordinary requests.

## **When will my items be delivered?**

Our trucks have many stops during the day. Schedules are made well in advance. You may request AM or PM delivery/pickups. We generally are able to accommodate specific time deliveries for those special circumstances.

## **How and when do I pay?**

Full payment is due before items are released to the customer. A payment in advance on the reservation ensures that those items will be held just for you for a specific date. Credit or debit cards are required to rent items. Other payments can be accepted upon return. We accept American Express, Discover, MasterCard and Visa.

## **What is my responsibility when items are returned?**

All items should be returned as they were received. Tables and chairs should be knocked down, stacked, and ready for pickup. Dishes and glassware should be rinsed and repacked in the containers in which they were received. Please ask for specific cleaning instructions from your rental store coordinator.

## **What happens if something is broken, damaged or missing?**

We do charge for all missing, broken, and damaged items at full replacement cost. Be sure equipment is secured when not in use and protected from the weather. To relieve the renter of accidental damage to rented items we do offer an optional equipment protection plan. The fee is 12% of the rental. All items damaged or broken must be returned to the rental center to be covered under this plan. Missing items will not be covered. This optional plan is decided in advanced and is non-refundable.

## **Do you set-up or take down items which are delivered?**

Services are available for an additional fee but these arrangements must be made in advance. When tents are ordered our staff will set them up and take them down for you.

**Why should I chose your company to rent from?**

We are a locally owned and dedicated rental company who have been in business for nearly 40 years. We take pride in our equipment and will have them ready for your immediate use. We have a professional caring staff who will help you make your event a success.

**What if I have questions that weren't answered by this FAQ or would like to give feedback?**

Please use our online [feedback](#) form or contact your local store at (336) 789-5086.