



## **Customer Agreement & Rental Policy**

### **Reservations**

A 50% deposit is required to hold rental items. Deposit will be applied to final bill and balance will be due within 14 days of pick-up or delivery. The date and rental items are not reserved until deposit and signed rental agreement are submitted to, and received by, Peachtree City Party Rentals. Any deposit paid is non-refundable within 7 days of event date.

### **Delivery Services**

Delivery is to first floor, curbside, gate, or front steps unless noted otherwise on estimate/invoice. Delivery does not include set-up or breakdown of items, unless otherwise stated and paid for by the renter. **Set-up is available for an additional 25% fee of the subtotal.**

### **Pick-Up Rental Requirements**

The client understands that he/she is renting the equipment and accepting it on an "as is" basis. By accepting delivery or possession of the rental items, client acknowledges and agrees that client has personally inspected the rental items and confirmed receipt of all items listed in estimate/invoice.

### **Renter's Responsibility**

Renter assumes full responsibility of items upon possession. Renter takes full responsibility for proper set up of tables and chairs. The renter agrees to hold harmless and indemnify Peachtree City Party Rental & Events against any damage or injury caused by the use of rental items to renter or any third party.

### **Carrying for your Linens**

All candles must be in a glass container or set on a mirror, candle stand, glass or protective cover to eliminate wax spills on the linen. No candles are to be placed directly on the linen without an appropriate holder.

### **Damages/Replacements**

Renter agrees to pay full replacement cost for lost or damaged items. Such damages would include wax stains, ink, chocolate or any other permanent food and beverage stains, broken glassware and china. When you return your items, our office will check the items and you will be notified by telephone or email of any missing or damaged items within seven (7) days. Photos of damages will be submitted as proof upon request. If damaged items are not paid within 7 days, we will automatically bill the credit card on file.

## **Glassware/Flatware/Dinnerware Rentals**

All food service items must be returned wiped free of food. A \$25 cleaning fee will be assessed if items are returned with excessive food as determined by Peachtree City Party Rentals.

### **Returns**

Renter shall return items or have them ready for pick up at the same location items were delivered to. You will automatically be charged if the items are not in same condition (chairs stacked on dolly, glassware in crates, etc.). In addition, a daily rental fees of \$25 will apply for late returns. If you are not able to return your item, please call to make pick-up arrangements. Client is to inform us upon arrival if something is damaged or missing.

### **Weather Related Issues**

Peachtree City Party Rentals does not issue refunds for any reason, including inclement weather. The client assumes all risks and hardships involved with having an outdoor event. If Peachtree City Party Rentals arrives for a delivery and the weather is bad or impending, we will call you or a contact person to discuss options. Please always provide an additional contact name and telephone number should you be unavailable on the day of your event.

### **Payment Terms**

A valid credit card must be kept on file. The credit card will be used for damages, missing items, late fees, replacement fees, cleaning fees, or added services as outlined above. The credit card will be charged if changes are made the day of the event, such as added services, labor or additional items are requested or required. If you submit a check that is subsequently returned, you will be required to pay in cash or credit card only. A \$30 fee is assessed on all returned checks. A 4% processing fee is applied to all sales when using a credit card.

### **Cancellations**

Cancellation of entire order must be done 7 days prior to event date. Cancellations must be made via telephone or email.

By signing below the renter is accepting the above terms and conditions for rental equipment provided by Peachtree City Party Rentals & Events.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Email: \_\_\_\_\_ Date: \_\_\_\_\_