



## THIS IS A SUPPLEMENT TO YOUR CONTRACT # \_\_\_\_\_

We want your rental experience to be as enjoyable as your special event! Please follow these guidelines to avoid problems or extra charges.

### TAKE A MOMENT TO COUNT ALL ITEMS CAREFULLY ON PICK-UP & PRIOR TO RETURN

You are responsible for the return of all rental items. By accepting our contract, you agree that you have received all rental goods listed and agree to pay for any cleaning, shortages, or damages due to abuse, misuse or negligence. Replacement cost on all items is available on request, and a summary of cleaning charges is outlined below or on your contract.

#### **FOR PICKED UP SPECIAL EVENT RENTALS PLEASE REMEMBER -**

- Weekend orders can be picked up anytime Friday and onward during store hours, earlier pickup MAY be able to be arranged upon request.
- You are responsible to bring adequate labor to load during pickup and unload your order upon return.
- Notifying us in advance (at least an hour) of your arrival time will help expedite your pickup process and time.
- Bring straps to tie down the load and tarps, if needed, due to weather conditions. You are responsible for securing and weather protecting your load. Bungee type straps generally do not work well for properly securing heavy items.
- Enclosed vehicle transportation is required on some rental items, both on pickup AND return. This restriction applies to Pickups on Fruitwood & White party chairs, as well as any of our rustic tables or bars.
- Be conscious of your vehicle size regarding what and how much you are picking up and how much you may already have inside the vehicle (groceries, passengers, etc.). If you have a question about how much room might be required for your order, please ask.

**RETURNING YOUR ORDER** - Returns can only be made during store hours and are due back to Expert Rental by 4:00pm on Monday unless otherwise pre-approved. We are open at 7:30am on Monday for early returns and DO NOT accept returns after 11AM on Sunday. Please be prepared to spend a few moments on return while we count your order in.

### **THE FOLLOWING NOTES APPLY TO ALL ORDERS:**

**GLASSES:** Must be rinsed clean & returned upside down into racks or a 10¢ additional charge per glass will be imposed on ALL glasses rented.

**PLATES:** Must be rinsed clean of all food (not just scraped) and returned to crates or a 25¢ per item additional cleaning charge will be imposed on ALL plates rented.

**FLATWARE:** Must be rinsed clean or a 10¢ per piece will be imposed on ALL utensils rented.

**LINENS:** Linens must be shaken food and debris free (flowers/food/ decor, etc.). DO NOT store soiled linens wet in closed plastic bags. You will be charged replacement cost for any burned, wax covered, missing and/or damaged cloths. Please note that any special order cloths must be prepaid and the order cannot be changed after the date indicated on your contract to allow for transit time.

**GRILL, SERVING & COOKING ITEMS:** Cooking equipment must be returned clean (wiped, scraped, and/or brushed free of food, grease, and oil) as received. There will be no refunds of cleaning deposits for any cooking items not returned in this manner.

**CHAIRS AND TABLES:** Tables and chairs must be kept dry at all times, including during transportation. There is a 50% surcharge on all items if they are returned wet or unbagged. To protect the chairs and ease your loading, Our Samsonite folding chairs are designed to be interlocked and stacked with the top of seat facing down. White Party and Fruitwood Chairs must be returned to their bags for transit or pick up. Please return them to the bag top first, feet out.

**DO IT YOURSELF TENTS:** Please read the supplement sheet provided with your rental which outlines your responsibility with this rental. A \$60 security deposit is taken on all orders, which will be returned if those policies are met. Note that cooking is not allowed underneath or within 50' of tenting. No items may be hung from or placed on the tent. Dyes from many paper items, decorations, or even flowers can stain the material that the canvas is made out of. Tents must be returned dry, clean, in the bags, and with all the parts and by the time noted on your contract for the return of your deposit. No open flames, camp fires, bonfires, or fireworks are allowed within 500' of the tent site per state regulation. You are responsible for any damage to items that may occur.

**NO REFUNDS CAN BE GIVEN FOR UNUSED RENTAL ITEMS**

**PLEASE CALL IMMEDIATELY IF YOU HAVE ANY QUESTIONS OR PROBLEMS WITH YOUR ORDER**

**SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_