



## **DELIVERY & PICKUP POLICY**

### **DELIVERY / PICK-UP**

Delivery and pick-up are available to customer at an additional, reasonable price.

For a weekend event, we may deliver as early as Tuesday or Wednesday. If you are scheduled for a Friday delivery, we may call you at the beginning of the week and move the delivery day up a day or two, depending on workload and weather conditions. We cannot guarantee a specific delivery / pick-up time. To find out when your order is scheduled for delivery/pick-up, please call the day before the delivery/pick-up date indicated on your contract. If a specific delivery/pick-up time is needed, additional fees may apply.

Pickups that are scheduled for Monday may be pushed back to a later date due to inclement weather or high workload. Your flexibility is greatly appreciated by our staff. Please keep in mind that rental equipment is the customer's responsibility from the time of delivery until the time of pickup.

Normal Delivery Prices represent the following requirements:

- Area is easily accessible to our trucks
- Equipment is to be unloaded within 10 feet of the tailgate of the truck
  - *All deliver equipment is dropped off in stacks as close to your requested area as can be reached with our delivery vehicle, according to prior submitted layout/directions sent by customer.*
- Delivery location must be on the first floor
- Delivery must take place during normal business hours
  - 9:00am-5:00pm Monday-Friday
  - 9:00am-2:00pm Saturday

***Additional distances, steps, elevators, After-Hours / Sunday / Holiday deliveries, etc., will be subject to additional charges***

Set-up and tear-down service for chairs and tables is available at an additional fee. If this service is requested, we must receive a layout / drawing at least two (2) days prior to delivery.

### **PRIOR TO PICK-UP OR RETURN**

Rental Items including Tables and Chairs should be stacked in the same manner they were upon delivery. All cooking, beverage, and concession items should be cleaned and placed back in the containers they were delivered in. Linens should be dry and free of excess

garbage to prevent mildew and staining. Additional charges will apply if restacking of items is necessary. Customer will pay full replacement cost of linens if they have mildew or staining not removed during normal washing, as well as full replacement cost for any rental items or storage containers missing upon pick-up.