



EQUIPMENT SHORTAGE POLICY

SHORTAGE

The renter assumes all responsibility for missing items unless we are otherwise notified. Full replacement cost will be charged for broken or missing equipment.

We strongly encourage every customer to closely review their reservation form to make sure that the equipment that appears on the reservation and each item's counts are correct.

Upon the delivery of your equipment, we again encourage you to review your equipment and items counts with our personnel to make sure the items are what you expected and that the counts are correct. If there is a mistake on our part we will make every effort to correct it. If you do not notify us we can only assume that all the equipment was properly delivered and in acceptable condition.

DINNERWARE, FLATWARE & GLASSWARE

All dinnerware and flatware must be free of food and glassware must be empty of contents before we pick-up or you return. If not, a cleaning charge will be assessed to your order. All items must be returned in the crate/container that they were delivered in.

LINEN

Before we pick-up or you return, shake linen out and fold them loosely within each other or place them in a bag (*be cautious of dark garbage bags as they may be mistaken for actual garbage!*). If linen is wet, please let them dry-out before folding. Please return hangers and any skirt clips.

Irremovable stains, burns, tears, holes, candle wax or anything that renders linen unusable for future rental and any missing linen will be charged at full replacement cost.

TABLES, CHAIRS & WOOD ITEMS

Please do not use staples, nails or tacks on any of our equipment. All tape, decorations, signs, etc..., must be removed before we pick-up or you return. If you allow any wood items such as chairs, wedding arches, lattice panels or tables to get wet, you will be responsible for any repair or replacement charges.

BBQ's/ FOOD PREP EQUIPMENT

Remove coals from charcoal grills (do not pour water on hot charcoal pan) and clean all grills, griddles or other food prep items of food before we pick up or you return.

ELECTRIC, BATTERY & GAS POWERED ITEMS

Every electric or gas powered item is tested before it leaves our shop or at a job-site. If you have any issues or problems with equipment performance call us immediately (*we have a 24 hour emergency line*) to inform us. We cannot refund items that you claim did not work if we are not previously informed! Please read and follow all provided instructions. Customer is responsible for providing proper and adequate power sources for all electric items.

PROPERTY OF THE CUSTOMER

Any equipment that is charged to the customer at a full replacement cost is the property of the customer. You have fourteen (14) days after the due date to take possession of any equipment that has been billed for replacement.