



ORDER RESERVATION/ CANCELLATION POLICY

This policy applies to all equipment except for tent/ canopies

MAKING A RESERVATION FOR EQUIPMENT

Rental equipment is reserved only upon receipt of a signed rental contract and a 50% deposit. Special order items, resale items and/ or sub-rented items all require a 100% non-refundable deposit. Final payment is due three (3) days before the date of your equipment delivery (either by customer pick-up or Camelot delivery). Inquiries and/or other proposals will not reserve rental equipment. Equipment is subject to availability. Rates for equipment are for time out. Unused equipment will be charged at full price. A valid credit card is required for all reservations.

ACCOUNTS RECEIVABLE CUSTOMERS

To guarantee your equipment reservation, a signed copy of an order is required. Full payment is due on fifteen (15) or thirty (30) days from invoice terms. After the due date, unpaid balances will accrue interest.

REDUCTION IN FINAL EQUIPMENT COUNTS

Reduction in item counts can be made up to three (3) days* before your delivery date. Items deducted or reductions in counts less than three (3) days before an equipment delivery will be charged a 25% restocking fee. Any item that is cancelled or reduced less than twenty-four (24) hours from your earliest delivery time or that has been delivered to a site will be fully charged.

COUNT INCREASES/'LAST MINUTE' ADDITIONS

Every effort will be made to accommodate requests to add available equipment to an order before a delivery. 'Last Minute' (three (3) days or less notice) additions may be accommodated, but due to loading and delivery schedules, those requests may not be able to be fulfilled with your original order. Additional trips to deliver or pick-up equipment will be charged per trip.

CANCELLATION OF AN ORDER (*Excluding Tents and Tent Accessories*)

Cancellations of an order made fourteen (14) days prior to an equipment delivery date will have their deposit refunded less a 5% or \$10 processing fee (whichever is higher). Cancellation of an order between thirteen (13) and four (4) days before delivery will forfeit 50% of the order total. No cash refunds will be made for cancelled orders. Allow four (4) to six (6) weeks for any refund.

OVERDUE EQUIPMENT

Equipment that is not returned by a customer or unavailable for Camelot pick-up on the specified return time and/or date will be charged at the full daily rental rate for each day past due. Arrangements must be made before the due date to extend a rental period. After one (1) week past due, non-returned equipment will be considered lost and charged at the full replacement cost. Extra trips to pick-up equipment will be charged per trip.