

PLATTE RENTAL & SUPPLY

EVENT RENTAL

801 MAIN ST, PLATTE CITY, MO, 64079 816-431-6988 PLATTERENTALPC@GMAIL.COM

Order Reservations / Cancellation Policy

RESERVING EQUIPMENT

Equipment can be reserved via phone or in person. Emails will be considered as a quote only until an in person or phone contact has been made to verify details and quantities. All customers must pay a non-refundable 25% of the contract amount to guarantee your order. All special order and/or sub leased items must be paid in full at the time of reservation. SPECIAL ORDER AND SUB-LEASED ITEMS ARE NON-REFUNDABLE. Final payment is due prior to the delivery or will-call date of your items. All items are subject to availability. Rental rates are set on a "time out" basis. All unused equipment will be charged at full price. Cash and check are accepted with a valid credit card on file.

LINEN RENTALS REQUIRE A VALID CREDIT ON FILE. NO EXCEPTIONS.

CHARGE ACCOUNT CUSTOMERS

Full payment is due 15-30 days from invoice date. Late payments will result in loss of charge account status. Special order and sub-leased items are non-refundable and will still be charged in full in the event of a cancellation.

ORDER CANCELLATIONS

Orders that are cancelled 14 days in advance will be refunded all monies paid except for the 25% non-refundable deposit taken at the time of reservation. Cancellations within 3 days of the event date will NOT be refunded. Tents require 7 day notice of cancellation for monies to be refunded, except the 25% non-refundable deposit.

LAST MINUTE CHANGES

We will make every effort possible to accommodate changes made within 3 days of the event. However any special order or sub-leased item if available may incur additional freight/shipping fees. Additional delivery fees may be charged on unscheduled trips. Any changes less than 3 days will result in 100% charge on all items cancelled or reduced.

OVERDUE EQUIPMENT

Items that are not returned to our facility by the contracted date will be charged an additional full day rate. Any equipment 1 week overdue will be considered lost and we will charge full replacement cost of all items on the contract.

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DELIVERY & PICK-UP

Deliveries typically require a 1-2 hour window for drop off and pick-up. Deliveries / pickups are priced as "DOCK TO DOOR" service . Additional fees will incur for excessive distances from the delivery vehicles. We ask that you inform us prior to the event in regards to stairs, elevators, long distances, security issues, etc... So we can ensure we send the right amount of equipment and staff needed to bring your event to life.

Prior to pick-up we ask that all items are stacked and boxed as they were delivered. Please make every effort possible to shield the equipment from wet weather.

COUNTING ITEMS

It is the customer's responsibility to ensure proper counts on all items. If any discrepancies are not brought to our attention within 1 hour of delivery we assume all counts are correct and left in good condition.

SETUP / TAKE DOWN

There is an additional fee for setup and take down services for tables and chairs. The fee is \$0.50 per item setup and take down. For setup we will need someone on site at the time of delivery to explain the layout. Or given a printed copy of the layout you wish to have set up. Tents, dance floor, and staging items have these fees factored into the rental pricing as it requires trained staff for installation. We do offer PartyCad drawings at no cost.

EARLY / LATE / & HOLIDAY DELIVERY / PICKUP

Early delivery/pickup

Late delivery / pickup

Holiday delivery / pickup (requires 7 day notice)

Early / late delivery pickup is anything outside of our normal business hours. 7am-5pm

Holiday delivery/pickup is considered; Easter, Independence day, Thanksgiving, Christmas, and New Years Day. (SUBJECT TO CHANGE)

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DAMAGE WAIVER

The damage waiver is added to every rental item at 10% before taxes. This is non-refundable. The damage waiver protects the customer from liability due to Platte Rental & Supply while the items are in the customer's possession or care. The damage waiver protects the customer from limited accidental damage and normal wear and tear. The damage waiver does not cover the following; burglary, theft, mysterious disappearance or conversion, vandalism, misuse, abuse, excessive loss/damage, personal injury, electrical shortages, fire damage, or items left out in contact with the weather.

Any storage container / box / bag / cart is not covered under the damage waiver and will be charged at full replacement cost if missing or damaged.

Breakage of equipment/items: Accidental breakage is covered if the broken item and pieces are returned to Platte Rental & Supply.

Linens: Light stains are covered under the damage waiver. We have a 2 wash policy. Anything that we can NOT clean within 2 washes will be billed as damaged.

Dishware / Glassware: Chipped bowls, plates, and glassware are covered under the damage waiver. If any dishware or glassware is broken it will be covered under the damage. Damage exceeding total damage waiver paid will be charged to the customer. ALL BROKEN ITEMS AND PIECES MUST BE RETURNED TO PLATTE RENTAL & SUPPLY TO HAVE DAMAGE WAIVER APPLIED.

NOT COVERED

Missing/ lost/ stolen items.
Fire / burn damage to tents.
Mold / mildew / heavily stained / ripped linens/wax on linens.
Missing / lost / stolen storage containers, carts, and boxes.
Personal injury

THE DAMAGE WAIVER CAN BE DECLINED. ONCE DECLINED THE CUSTOMER IS RESPONSIBLE FOR ALL DAMAGE AND MISSING ITEMS AT FULL REPLACEMENT COST NO MATTER THE SEVERITY OF DAMAGE.

DAMAGE WAIVER IS NOT INSURANCE.

Customer remains responsible for all personal injury and/or property damage as set forth in the terms and conditions of the rental agreement

Customer signature

Platte Rental & Supply

Date

Date