

## **Burns Rent-Alls Rental Policies**

If you have any additional questions, please visit our Frequently Asked Questions page or call one of our event coordinators during regular business hours.

### ***Reservations***

To ensure quantities and availability, customers are encouraged to place all rental orders well in advance, at least two months for tents, all other orders at least four weeks. First time renters must provide a valid driver's license.

**All Event reservations require a 25% non-refundable deposit.** We accept Cash, Visa, Master Card, Discover, Personal Checks, Company Checks, and Money Orders as a form of payment. For delivery service, any remaining balance must be paid in full one week prior to the scheduled delivery. Customer pick-up orders, balance must be paid in full upon picking up rental equipment.

### ***Delivery***

Deliveries are available Monday through Saturday during normal business hours. Normal charges apply for unloading to first floors or loading docks. An additional delivery fee will apply for deliveries requiring added labor such as, but not limited to, steps and elevators. The customer is responsible for order confirmation and accuracy upon delivery. Please notify Burns Rent-Alls Inc. at the time of delivery if items are missing or if items damaged to receive a refund or credit. The customer assumes all liability after Burns Rent-Alls Inc. leaves the deliver site. Additional charges may also apply for special deliveries outside normal hours including Sunday, holidays, or narrow time schedule.

### ***Pick Up***

Pick-up service is available Monday through Saturday during normal business hours. Items should be cleaned and assembled in a single location as specified prior. All china, silver, utensils, etc. , should be cleaned, food-free, and re-packed in the same container as delivered. Additional charges will apply for all unreturned boxes and crates, breakage, loss, and excessive cleaning. Linen should be dry and free from debris to prevent staining and mildew. Linens must be placed in the provided Burns Rent-Alls Inc. linen bags. Tables and chairs must be folded, stacked, and ready for pick-up, unless Burns Rent-Alls Inc. is contracted for setup and/or takedown. Wax must be removed from candelabras. Items not meeting these conditions are subject to additional fees.

Contact an Event Coordinator to find out if your delivery will incur any additional costs.

### ***Damage Waiver***

Burns Rent-Alls Inc. guarantees rental equipment is in top working condition but we understand that accidents can happen during an event. The damage waiver is a one-time, non-refundable charge to cover the customer against any accidental damage and avoid extra charges. Vandalism, theft, mysterious disappearance or excessive damage is not covered under the damage waiver. The customer has the right to decline the damage waiver but will be held responsible for damages that occur; additional charges may apply.

### ***Loss or Damage***

The customer retains full responsibility for rented equipment from the time of pick-up/delivery to the time of return. Please be sure equipment is secured when not in use and protected from the weather. Additional charges will apply for missing, broken, burned, or heavily damaged items. China, glassware, etc., will be considered broken if returned chipped. We do not rent china or glassware that is chipped; once it is chipped we discard it. If you discover a chipped or broken item when you unpack your order, please notify us at once so that we can promptly replace the item.

***Set up and breakdown***

Set up and breakdown service is available at a reasonable additional cost if arranged in advance. If no arrangements are made and the service is desired on delivery, our drivers must call for authorization and pricing. Call one of our Event Coordinators for the latest set up and breakdown charges.

***Cancellation Policy***

Cancellation policy if you cancel within one month or later before delivery you are responsible from 25% for cancellation, 2 weeks prior 50% cancellation fee, before 14 days of event 100% cancellation fee. Confirm reservation as soon as you put your money on reservation.

\*PRICES ARE SUBJECT TO CHANGE WITHOUT NOTICE- THESE POLICIES DO NOT SUPERSEDE WHAT IS STIPULATED IN THE SIGNED RENTAL CONTRACT\*