



"FAQs"

Frequently Asked Questions

940-384-PRTY(7789)

How soon do I have to place my order?

The sooner the better, for larger events you should be thinking of one or two months in advance or even earlier if you can. For small orders, usually a week or two is sufficient, however, we are limited to equipment on hand, so it is best to reserve as soon as you plan your party. A 30% Non-Refundable Reservation Fee is due upon placing your request. The balance of your rental order is to be paid on the day of pickup or 7 days prior to a scheduled delivery.

Is there a delivery charge?

Yes, there is a charge for delivery and pickup. The charge is determined by Zip Code. The delivery charge does NOT include set up and break down of rented items. Rentals will be dropped off to the nearest and convenient ground floor location or loading dock. Rentals are stacked at a mutually convenient place and should be ready for pickup in the same manner. You can see our Delivery Charge Guide under the Resources tab.

What about delivery and pickup after-hours, weekends and holidays?

Yes, this service is available for an additional fee and provided we have advance notice. Our regular delivery hours are Monday thru Friday 8AM-6PM and Saturday 8AM-12Noon. We do not deliver on the following Holidays: New Year's Day, 4th of July, Thanksgiving & Christmas Day.

Can you deliver without my being there?

Yes, provided that we can leave equipment in a garage or a covered porch and you have already signed a rental contract and paid the balance due. Commercial locales require receipted delivery by dock master or authorized person. The responsibility of the equipment remains with you after delivery, so make sure area is secure.

Will your delivery person carry tables & other rentals into my house, downstairs etc.?

No, we cannot do this for insurance and liability reasons. Our delivery personnel will stack them in a mutually convenient location and pick them up from the same point. Most often that would be your garage.

Do you set up the tables and chairs?

This service can be provided for an extra fee depending on the time of year and the scope of what is required. In general, the fee for set up is an additional .75 per chair and \$2.00 per table. This is based on an easily accessible location.

Do I have to wash the linens I rent?

No, they will be laundered after your use. We ask that you shake out each linen of debris and place in the fabric linen bag you are supplied. Please allow damp linens to air dry before bagging, otherwise mold may form.

What about losses?

Breakage, missing or weather damaged items are charged at retail replacement value. You are responsible for all equipment from the time of pickup or delivery until the equipment is returned to us.

Do I have to clean the item I rented?

You will be instructed as to what is expected of you as far as cleaning. Most items we expect to have returned in the same condition you received it. A 25% cleaning charge will be levied if equipment is returned dirty.

What if I bring back my rental late?

As per our contract you sign, you are required to return rentals on time or late fees will be charged up to the full rental rate based on the item. Please contact us with any special situations that need attention.

What if I need to change my order?

We require that our clients have a final count 10 days prior to the event at which time a final invoice will be provided if changes have been made. A \$25 charge will be added each time the order is changed within 24 hours of your scheduled delivery or pickup. A 24-hour notice of all canceled items is required or ALL charges are due. The 30% reservation fee is never refundable whether you cancel within the specific parameters or not.