

## **PJ's Party Rental Terms and Conditions**

### **RESERVING EQUIPMENT & PAYMENT:**

Quotes and proposals do not guarantee availability of rental equipment. **Equipment and items will be reserved only upon receipt of a 30% Non-refundable reservation fee** In order to properly service all of our clients we require a final count on all rental equipment 10 days prior to the event at which time a final invoice will be provided if changes have been made. A 24 hour notice of all canceled equipment is required or all charges will be charged to the client. If circumstance requires cancellation the 30% reservation fee will be retained by PJ's Party Supply LLC as a cancellation fee **A \$25.00 charge will be added to your account each time the order is changed within 24 hours of your scheduled delivery or will-call date** All charges are due the day of pick-up or 7 days prior to a scheduled delivery unless other arrangements have been made with management. No orders will be scheduled for delivery until full payment has been received. **We understand that estimates are required when purchasing concession machine supplies, but, please try to be as accurate as possible. A 15% restocking charge will apply when food product is returned. This return policy is completely separate from our party division return policy.** THE RENTAL OF THIS EQUIPMENT IS TO THE CLIENT INDICATED ON THE CONTRACT, FOR THE EVENT AND SPECIFIED DATE INDICATED ON THE INVOICE. THIS EQUIPMENT CANNOT BE SUBRENTED OR USED BY OTHERS, ONLY THE CLIENT LISTED. THE CLIENT IS RESPONSIBLE FOR READING AND UNDERSTANDING ALL INFORMATION LISTED BELOW .

### **MISSING & DAMAGED EQUIPMENT:**

All equipment **NOT** returned at the specified time on the rental contract, unless otherwise agreed upon in advance, will be considered missing. Missing or damaged items will be the responsibility of the client listed on this contract. The client will be charged full replacement cost for missing equipment and will be subject to prosecution if equipment or payment is not received. Scheduled rental rates continue until such property is returned to Dealers premises. A list of replacement cost for rental merchandise may be obtained upon request.

### **SITE PREPARATION:**

It is the responsibility of the client to be sure the site is ready, (lawns mowed, furniture moved, vehicles moved, etc.) before the crew is scheduled to arrive. If the site is not ready or accessible when the crew arrives, the client will incur additional fees and/or the equipment may not be delivered. Client agrees to inform PJ's Party Supply prior to delivery of the existence of any underground utilities (i.e. phone lines, cable lines, sprinkler systems, water lines, gas lines, electric lines, septic systems, etc.), or conditions that may interfere with the ability to stake and /or anchor equipment. Client will assume responsibility for all damages to underground utilities in absence of notice or incorrect location of utilities. **PJ's PARTY SUPPLY & RENTALS WILL NOT BE LIABLE FOR ANY DAMAGES OR INJURY AT THE EVENT.**

### **DELIVERY & SET-UP:**

PJ's Party Supply & Rentals will strive to accommodate client delivery request; however, delays and changes in the schedule are sometimes unavoidable. We try to communicate any scheduling changes as they occur. Our regular Delivery hours are Monday thru Friday 8AM – 6PM and Saturday 8AM-12Noon. Other delivery times can be arranged for additional charges. All items will be delivered and picked up at the scheduled location. The client must be available to count all items upon delivery and pickup; otherwise, PJ's Party Supply & Rentals counts will be considered accurate. Deliveries are made to a ground floor location (dock, garage or door) easily accessible to our trucks. For return pickup, all rental items MUST be stacked in the same place and manner in which they were delivered. Sites and Pickup preparation that do not comply with our terms will be subject to additional charges. Delivery charges are based on your Zip Code and are per truckload All equipment must be returned next day during regular business hours, unless other arrangements are made prior to rental. Any rentals that require setup by PJ's Party Supply and not the client will be subject to a setup fee designated by PJ's Party Supply & Rentals

### **LOADING AND UNLOADING EQUIPMENT (Will-Call):**

If customer has arranged for "Will Call" of equipment the customer is responsible for loading and unloading. If the Dealer's employees assist in loading or unloading the equipment, customer agrees to assume the risk of, and hold harmless Dealer and its employees for any property damage or personal injury, regardless of whether injuries or damage are caused in whole or part by negligence of Dealer or its employees. Customer is responsible for supplying all necessary tie downs, blankets and a proper vehicle to safely transport equipment. It is the customer's responsibility to insure the pick up person is capable of said task.

### **CLEAN UP:**

Clean up terms need to be completed before a scheduled pickup or return to our facility. Instructions on clean up will be given to the client when they receive rented equipment. All floral arrangements, trash and decorations of any kind must be removed from all rental equipment. Tables and Chairs must be returned in the same condition as received. Candelabras and Candleholders must have all wax residue removed before return. All dishes, glassware, flatware, and any other catering equipment should be returned to proper containers, cleaned and dried. **Any item that is returned dirty will incur additional cleaning fees equal to 25% of the rental cost on that equipment.** Linens should be food and particle free, shaken out and placed in the laundry bag(s) supplied. NEVER leave linens in a plastic bag or other air tight container for any extended period of time due to mold. You will be responsible for any damage caused by burns, wax, holes, tears, mildew or permanent stains. These items will be inspected upon pickup or return with the customer. Absolutely no exceptions!

### **WEATHER:**

Tents are temporary structures designed to handle most normal weather conditions; however, there may be situations that become unsafe such as high winds or lightning. Evacuation of tents is recommended in these or other unsafe conditions. We WILL NOT set up or deliver a tent if wind increases to 20mph or above. Tents are only set up where there is grass or soil to stake tent into the ground. We do not set up on concrete or asphalt.

**RESPONSIBILITY OF THE EQUIPMENT REMAINS WITH THE CLIENT FROM THE TIME OF DELIVERY OR PICK UP TO THE TIME OF PICK UP OR RETURN: Please be sure all equipment is secured when not in use and protected from weather. All collection fees, attorney's fees, and court costs or any expenses involved in the collections of rental charges will be the Client's responsibility. Questions? Call our rental department at 940-384-PRTY (7789)**