



"FAQs"
**Frequently
Asked Questions**
940-384-PRTY

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 a party. A 30% Non-Refundable Reservation Fee is due upon placing your request. The balance of your rental order is to be paid at our store the day of pick-up or 7 days prior to a scheduled delivery.

Is there a delivery charge?

Yes, there is a delivery charge. The charge is determined by ZIP code in the Denton County area. The delivery charge does not include set up and break down of the rented items. Rental Items will be dropped off to the nearest and convenient **ground level** location or loading dock. Please call for rates on special situations. Our drivers are instructed to stack rentals in a mutually convenient place and should be ready for pickup the same way. Some of our items include delivery charges within a specific delivery area. Outside these zip codes will incur additional delivery charges.

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. Some restrictions apply so please call for details. Our regular delivery hours are Monday through Friday 8AM-6PM and Saturday 8AM-12Noon. Holidays we do not deliver on are New Years Day, 4th of July, Thanksgiving & Christmas.

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 a dock master or authorized person. The responsibility of the equipment remains with you after delivery, so make sure area is secure.

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

No, we cannot do this for insurance and liability reasons. Our delivery personal will stack them in a mutually convenient location and pickup them up from the same point. Most often this would be your back yard or front door. Anything beyond that is your responsibility.

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 \$1.50 for each table and an additional \$.35 for each chair to be set up. This is based on an easily accessible location. Please call our office for information on special situations.

Do I have to wash the linen?

No. They will be laundered anyway so just shake it out to remove any debris. Don't pack them in a plastic bag if they are wet because they *will* mildew over the course of a weekend. Fold and pack back into the box they were delivered in. If any linen or skirting is damaged, burned or gets mildewed you will be responsible for the replacement cost of that item.

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 pick-up or delivery until equipment is returned to our store.

Do I have to clean the item I rented?

All of our equipment will come with an instruction sheet. Some items we require you to clean debris and wipe down with water only. We will finish the cleaning. Others, such as Chafers, must be cleaned before returned or you will incur additional cleaning fees of 25% of the rental cost on that equipment. This information will be noted on your paperwork.

What if I bring back my rental late?

As per the 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 \$25.00 charge will be added each time the order is changed within 24 hours of your scheduled delivery or pick-up. A 24 hour notice of all canceled equipment is required or ALL charges will be charged to client. The 30% reservation fee is never refundable whether you cancel within specified parameters or not.

