



4526 Festival Trail Road
Wagener, SC 29164
(803) 564-5543

Reservation/Security Deposit

A Reservation/Security Deposit is required on the rental of any items. The deposit required is \$100 per \$500 order. This deposit is returned when all items are returned and found in good condition.

Payment

Payment for items rented is due 30 days prior to event. After 30 days, cash will be the only form of payment accepted and must be received before items are picked up or delivered.

Cancellation Policy (deposit only)

Our cancellation policy is:

- Notice 45 days prior to event - full refund
- Notice 30 days prior to event - ½ refund
- Notice less than 30 days prior to event - No Refund

If an event is cancelled and the items rented have been paid (partial or full), you will be refunded the amount paid.

Delivery & Pickup

All delivery and pickup times are scheduled between 9am - 8pm. Please be sure you are at the delivery/pickup location on-time and that the building and rented items are accessible. Charges will apply for tardiness.

Someone should meet us for delivery. We will need this person's name and contact number.

Name _____ Phone _____

All deliveries are ground level only unless other arrangements have been made.

All items should be secured and weather protected while in possession of the customer.

Our count of items must be accepted unless we are notified immediately upon acceptance.

Responsibility for rented items remains with the customer from delivery until pickup or return.

All items should be disassembled and stacked in the same manner and place in which they were delivered. All decor must be removed from rented items before scheduled pickup time.

All after hour pickups will incur a fee of \$30 plus \$10 for each additional hour after 8pm.

If delivery service is not used, our business hours are M, T, Th, & F from 10 am - 4pm. Rented items can be picked up during these times. If not returned as scheduled, fees apply on a 24 hour basis.

Fees will apply if the above listed is found in violation. There will also be charges for items that are missing, broken and soiled beyond normal cleaning.

Special Order Items

Special order items must be paid in full 60 days prior to the event. If cancellation occurs, special order items will not be refunded.

I AGREE (Customer Signature & Date)