



The Following Condition is handled in a timely professional manner!

RENTAL FEES: All charges are for time out, whether used or not. Most items are available for Friday-Monday or pickup the day prior to your event and returning the day after your event for the same daily rate. Any items kept past these times will be subject to additional rental fees. Fees will be added to your contract and charged to your credit card on file. It is your responsibility to know when your items are due back and to know the store hours. PLEASE NOTIFY US IMMEDIATELY IF THERE ARE ANY PROBLEMS WITH YOUR EQUIPMENT AT 269-385-5912. IF AFTER HOURS LEAVE A MESSAGE. You may also contact our after hours emergency number at 269-910-8815 for additional assistance. We will not be able to issue any refunds for problems not reported prior to your event.

PAYMENT: All event contracts must be completely paid 30 days prior to event with a 25% non-refundable deposit paid to hold inventory into a reservation. A delivery/pickup date will not be confirmed and items will not be secured on any unpaid contracts. Once a delivery date and time has been confirmed, any changes will be at the discretion of Rentalex in consideration of the current schedule of deliveries and pickups. Rentalex accepts cash, check or credit card (Visa, MasterCard, Discover or American Express) as form of payment, but requires a credit card on file regardless of payment choice. THE CREDIT CARD ON FILE IS USED FOR PAYMENT OF ANY ADDITIONAL LATE FEES, RENTAL FEES, UNRETURNED ITEMS, DAMAGED ITEMS AND CLEANING FEES WITH OR WITHOUT NOTICE.

DELIVERIES: ALL DELIVERIES AND PICKUPS WILL BE TO THE DRIVEWAY UNLESS OTHERWISE ARRANGED AND STATED ON THE CONTRACT. Our minimum delivery in town fee is \$35.00 each way. Additional fees may apply for unloading/loading, stairs, searching for items and obstacles.

PICKUPS: PLEASE HAVE ALL RENTAL ITEMS STACKED, BAGGED, CRATED, ETC AND READY FOR PICKUP AS ORIGINALLY DELIVERED. Items not returned to the delivery location after the event will be charged and additional pickup fee. Rentalex does not dismantle and clean up your party unless prior arrangements have been made. If items are not ready at scheduled pickup time, there will be a \$35.00 fee applied to your charge card as well as a charge of \$35.00 per hour per person if we have to handle. Dishes and glasses must be free of food and food must be shaken from the linens. Please return proper crates for safe transport. Linens should be placed in bags for transporting.

CUSTOMER PICKUP FROM STORE: Rentalex reserves the right to refuse pickup in any vehicle we feel will not provide safe transportation of our items. This includes keeping items sheltered from rain. Please bring a tarp if you are using an open truck or trailer and be prepared to properly tie items down for safe transportation. Please be aware that some items require an enclosed vehicle even on sunny days. Make sure to let a representative know what type of vehicle you have if you have any questions. A \$50.00 fee will be charged for any items returned wet. Please contact store prior to return if you are unable to return in a safe, dry manner. It is Rentalex's policy to not load or remove items directly from your vehicle, if you require assistance you will accept responsibility to any damage that may occur to your vehicle. YOU ARE RESPONSIBLE FOR COUNTING ALL ITEMS BEFORE YOU LEAVE AND NOTIFYING A REPRESENTATIVE OF ANY MISSING OR DAMAGED ITEMS. Please ensure you notify anyone picking up on your behalf of these policies.

RESERVATIONS AND CANCELLATION POLICY: It is recommended you book 3-6 months in advance to guarantee the availability of your items. A 25% NON-REFUNDABLE FEE IS REQUIRED AT TIME OF RESERVATION TO HOLD YOUR ITEMS AND DATE. We cannot guarantee your items until you have a reservation and a paid deposit. Full payment is due 30 days in advance. Any cancellations after these dates will be charged 100% of the contract.

DAMAGE WAIVER: An 8% non-refundable damage waiver is added to each contract which covers accidental breakage and or damage to the rental equipment. Broken equipment must be returned in order to avoid replacement charges. REPLACEMENT COSTS WILL BE CHARGED TO CREDIT CARD ON FILE ON ANY EQUIPMENT DUE TO LOSS, THEFT, ABUSE, EXCESSIVE STAINING OR INTENTIONAL DAMAGE DONE BY CUSTOMER. Repair costs will be incurred by customer when equipment has been misused. Tables, chairs and other items may not be left exposed to inclement weather. An additional charge will be assessed for any items left in the rain or snow.

MISS DIG: Rentalex will take responsibility for contacting MISS DIG at 1-800-MISSDIG a minimum of 72 hours prior to tent setup to check for gas, electric, water and cable lines. This is a free service. Rentalex cannot stake without contacting miss dig. If you request a setup from Rentalex with less than the minimum time needed to contact miss dig, customer must take full responsibility for any damages caused to utilities. Please be aware that the week of your event, miss dig will arrive to mark off your utilities. This is not a representative of our company nor will they be able to answer questions about your event. ONCE UTILITIES ARE MARKED, RENTALEX IS REQUIRED BY LAW TO MAINTAIN A 4 FT CLEARANCE FROM MARKED UTILITY ON EITHER SIDE. IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY RENTALEX IF THERE IS NOT ENOUGH ROOM TO COMPLETE SET UP AND TO CHOOSE AN ALTERNATE SPOT OR LOCATION FOR SET UP. IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY RENTALEX IF MISS DIG HAS NOT ARRIVED PRIOR TO SET UP TIME SCHEDULED. Miss Dig will only locate public utilities. Customer is responsible for marking off any private utilities such as sprinkler systems, pool lines or septic tanks.

EMERGENCY WEATHER: THE CUSTOMER IS RESPONSIBLE FOR NOTIFYING RENTALEX OF ANY INCLEMENT WEATHER PENDING OR OCCURRING AT AN EVENT SITE. IN CASE OF AN EMERGENCY, PLEASE CONTACT MARELYN 269-910-8815 OR SCOUT 269-910-8661. Rentalex tents are not designed to provide shelter from strong winds, thunderstorms, heavy rain, snow or other severe weather. If such weather should occur all people should seek shelter in locations other than beneath the party tents or canopies. Our main concern is always the safety of all people at any event. In addition, never allow fireworks near tents. Customer is responsible for any damage to rental items. Unfortunately, Rentalex has no control over the weather and no refunds can be issued for inclement weather.

CLEANING FEES: All items are delivered clean and ready to use. Upon return all items, with the exception of dishes and linens, must be returned clean. Additional cleaning charges may be necessary if items are returned in non-standard condition. Examples of this would be food on tables and chairs, excessive mud on tables or chairs, wedding accessories improperly packed or transported, tents or inflatable returned wet, etc.

SAFETY: Safety at all events is the primary concern. Please be certain that you understand all conditions of your rental. IF THERE ARE ANY QUESTIONS, PLEASE DISCUSS WITH RENTALEX PRIOR TO YOUR EVENT. We can provide additional instructions and demonstrations for all items. Safety is both our responsibility.