

Customer Pick-up Policies

1. Hours

- Borrowed Treasures Party Rental operates by appointment only.
- Available times are **Mon-Sat 9:00am to 5:00pm and Sun 9:00am to Noon**
- Pick-up and drop off of rentals are scheduled for a 1 hour appointment window; if late, additional fees may apply
- Communication is key; If you are running late give us a call

2. Transportation

- Rentals must be picked up in a secure vehicle
- For safety reasons, we do not allow customers to transport rentals on open trailers or on top of vehicles
- **Small Order Pick-up** – Small orders may be picked-up in a vehicle of your choice, but all items must be in the enclosed portion of the vehicle
- **Bulky Order Pick-up** – Bulky orders must be picked-up in a full size pickup with tailgate, moving blankets, and tie-downs. Customer is responsible for supplying own moving supplies.
- **Furniture** – Furniture of any kind can only be transported with a fully enclosed vehicle.
- Tarps are not acceptable as an alternative to enclosed vehicle
- Pick-up trucks arriving in rainy weather or without appropriate supplies will be denied rentals and not be eligible for a refund
- Certain rental item(s) require Borrowed Treasures Party Rental to deliver and set-up; these items will be annotated as such

3. Loading Vehicle

- Due to liability, Borrowed Treasures Party Rental is unable to assist you in loading or unloading your vehicle
- Customer must come prepared to secure and protect rental item(s) in their own vehicle without assistance
- Your order will be ready and packaged in the appropriate containers for transport when you arrive
- Prior to loading the vehicle the order must be verified by the customer for quantity and condition of the rental item(s). When dropping off rental item(s), rentals will be verified again to ensure all rental item(s) were returned

4. Responsibility

- Borrowed Treasures Party Rental will not be responsible for any rental item(s) that are broken and/or damaged by the customer during loading and/or unloading. The customer is solely responsible for any damages that may occur during this time
- It is the customer's responsibility to verify that the order is correct prior to leaving Borrowed Treasures Party Rental
- The responsibility of rental item(s) remain with the customer from the time it is loaded until the time it is unloaded and returned

5. Signatures

- The customer or an authorized representative must be present when picking up and/or dropping off rental item(s) to verify quantity and condition of rental item(s)
- A valid ID is required
- A signed authorization form is necessary if a representative is required. The form can be downloaded and printed from our website or one can be mailed to the customer

6. Payment

- The account balance must be paid in full prior to time of pick-up
- No orders will be released until final payment and signed delivery policy are received

I, (Print) _____ have read and understand the **Customer Pick-up Policies** of *Borrowed Treasures Party Rental* and agree to the listed terms and conditions.

Signature: _____

Date: _____