

Delivery Policies

Delivery Charges *Include*:

- The time and labor involved in packing the delivery vehicle prior to your event
- Driving to your venue
- Delivering all the items in your order
- Setting up all the large furnishings such as: tables and arches
- Driving back to the shop
- Returning to your venue to pick-up all rentals at the end of your event
- Driving back to the shop
- Time and labor to unload the delivery vehicle

Delivery Charges Do *NOT* include:

- Set-up of any items other than that mentioned above
- Styling of rentals; unless otherwise noted
- Dismantling or packing of rentals following your event

1. Delivery Qualifications

- Orders must be at least \$75.00 in value to qualify for delivery
- The account balance must be paid in full prior to scheduling delivery

2. Types of Delivery Service

Our standard delivery service is **Tailgate Delivery**:

- This service is free for events within a 25 mile radius of the shop
- Rental items will be delivered neatly to a point accessible to our truck tailgate; on ground-level
- Customer is responsible for setup and teardown of rental equipment

Our **Custom Delivery** option includes:

- All rental items carried to and from a place beyond the truck tailgate; does not have to be on ground level
- Setup and teardown of rental equipment by Borrowed Treasures Party Rental included

3. Delivery Times

- Delivery times are Mon-Sat 9:00am to 5:00pm and Sun 9:00am to Noon
- Since time and care are part of each delivery, we do not give specific delivery times
- There is a 3 hour scheduling window for delivery times
- If an exact time is crucial to your event, we can provide this service for an additional fee
- Late Night and Early Morning delivery and pick-up are also available for an additional fee

4. Signatures

- The Customer or an authorized representative must be available at the time of delivery to confirm the quantity and condition of the rental item(s) at the time of arrival
- Identification is needed to verify identity
- An authorization form is required, prior to the time of delivery, if a representative will be signing for the delivery
- Deliveries will not be released to anyone other than the customer without an authorization form on file

Customer Initials _____

Delivery Policies

5. Preparing Rentals for Pick-up

- All rental item(s), except for furniture, must be gathered in one central location at their point of delivery
- All item(s) must be wrapped with supplied packing material (if applicable) and packaged in appropriate delivery containers
- China, glass, and flatware should be rinsed free of food and placed back into their supplied containers
- Linens should be free of food and folded
- Tables should be wiped down and clear of all decorations, flowers, china, food, and linens
- Chairs (if stackable) should be stacked prior to pick-up

6. Other Important Delivery Policies

- If an event is not ready for scheduled delivery or your event runs overtime and rentals are not ready for scheduled pick-up, there will be a \$25.00 wait fee assessed for every 15 minutes of waiting time.
- Likewise, if the customer and/or authorized representative are not available to sign for the delivery, you will be assessed a \$25.00 wait fee for every 15 minutes of waiting time
- Due to other business obligations, please understand that we are unable to wait for deliveries or pick-ups more than 30 minutes past scheduled times. After this time, the credit card or damage deposit, will be charged an additional rental period
- If we are unable to pick-up rental item(s), due to any of the above, it is the customer's responsibility to make arrangements to have rental item(s) returned to Borrowed Treasures Party Rental

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

Signature: _____

Date: _____