

# frequently asked questions

## DO I NEED AN APPOINTMENT TO VISIT YOUR SHOWROOM?

You don't need an appointment, but we encourage you to make one if possible. With scheduled appointments we can be sure you won't have to wait for service.

## HOW FAR IN ADVANCE DO I HAVE TO PLACE AN ORDER?

The honest answer? Before someone else does. It's never too soon to place an order. All of our rentals are on a first-come, first-served basis. Most orders are placed 3-6 months prior to the event. Do not be concerned if your event is coming up soon. It's rarely too late to place an order thanks to our large inventory.

## CAN I PICK UP RENTAL EQUIPMENT INSTEAD OF HAVING IT DELIVERED?

Of course! With the exception of items that need professional installation, all of our equipment may be picked up from our warehouses for your use. This is especially convenient for last minute orders and will save you any applicable delivery fees.

## CAN YOU DELIVER MY RENTAL ITEMS?

Yes. We offer a delivery service or you may visit us at our warehouse to pick up the rented items. Delivery service includes transport and unloading/loading of items at a ground level location near to where our truck parks. There may be additional charges for transporting our equipment across rough terrain, stairs, or great distances from the truck. Please remember that responsibility for all equipment remains with the customer from the time of delivery until the time of pick up. Please be sure to keep items secured and protected from the elements.

## CAN YOU SET UP MY RENTAL ITEMS?

Of course! You shouldn't have to do it yourself! Set-up and take-down is not included in the rental price of most of our equipment. Set-up and take-down services are available for an additional charge.

## CAN I SPECIFY A DELIVERY AND PICK UP TIME FOR MY RENTALS?

We offer morning or afternoon delivery or pick-up times at no additional charge. These windows are subject to availability and often sell out. Specific or after-hours delivery and/or pick-up times are available for an additional fee.

## IS THERE A MINIMUM ORDER?

We don't require a minimum order for any of our rentals. You want just one fork? Come and get it!

## CAN I MAKE CHANGES TO AN ORDER?

Of course! Not only do we allow changes, we expect them. We understand that many of our customers have never been involved in planning a wedding or event. We do not expect you to know exactly what you want from the start. Once you place your order, you will be given a cancellation date for your rentals. Any additions made within 48 hours may not be available for delivery but you're welcome to pick it up yourself.

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## WHAT HAPPENS IF I LOSE OR BREAK AN ITEM?

You're responsible for all lost or damaged rental equipment. See your rental contract for more details.

## IF I RENT AN ITEM FROM YOU AND DO NOT USE IT, DO I STILL GET CHARGED?

Yes, you do. When a customer rents an item from us, it removes that item from our inventory, and therefore making it unavailable for us to rent to another customer. For any other questions like this one, please refer to our rental contract.

## HOW DO I PLACE AN ORDER?

We are happy to take your order over the telephone, in the store, or via email. You can start this process now by creating a quote online. A security deposit and signed contracts are required to reserve the rentals.

## HOW LONG CAN I KEEP MY RENTALS?

Your rentals are available the day prior to your event and are due back the next business day for a one day rental rate. Extended rental rates are available.

## CAN I RENT THE TENT FROM YOU AND SET IT UP MYSELF?

Trust us - you do not want to do this. We require our tents be installed by our professional installation crews who are trained to safely and securely set the tents.

## DO I HAVE TO CLEAN THE PRODUCTS I RENTED?

Any china, glassware, flatware, or catering equipment must be rinsed and food free upon return. Please return the linens unlaundered. We will spot-treat and launder the linens. We suggest that you clearly label your bags of linen as customers have accidentally thrown full bags away.

## CAN I ORDER SAMPLE FABRIC SWATCHES?

Most of our fabric samples are available at no cost. Ask your sales representative for more information.

## DO YOUR CHAIR COVERS FIT MOST BANQUET CHAIRS?

Our chair wraps will fit most chairs. We have fitted chair covers that are specific to venues in the metro that we frequent. Ask your sales representative for more details.

## WILL YOU MAKE CUSTOM LINEN?

Yes, yes, and yes! We are proud to manufacture our linens in house. We are continually adding to our linen inventory. A minimum of twelve is required to make additional linen, but some fabrics may require sixteen weeks. We are at the mercy of our fabric suppliers so we cannot guarantee that the fabric will arrive on time or be exactly like the sample. We strongly recommend that you choose a fabric that we have in our inventory as a back-up plan.

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## DOES MARIANNE'S RENTALS PROVIDE WEDDING/EVENT COORDINATION SERVICES?

Yes and no. We will provide you with our expertise to guide you in your selection of our rental products and services to fit the location of your choice. We will provide necessary rentals for your caterer, florist, and band, but we will not coordinate between all of these entities.

## DOES MARIANNE'S RENTALS HAVE LINENS TO FIT ALL SIZE TABLES?

Our linens fit tables that we rent. If you're using tables not provided by Marianne's Rentals, let us know the table size and we help you to choose the best option.

## DO YOU RENT PORTABLE RESTROOMS, PROPANE HEATERS, HELIUM TANKS, OR BOUNCE HOUSES?

Unfortunately, no. Ask your sales representative for referrals.

## WILL YOU INSTRUCT ME HOW TO USE ALL OF THE EQUIPMENT I RENT?

We will be happy to instruct you on the use of our equipment. Many of our rental items also include instructions for ease of use. Instructions and instructional videos are available. Ask your sales representative for details.

## WHAT DO I DO IF AN ITEM I RENT FROM YOU DOESN'T WORK?

At Marianne's Rentals, we go to great lengths to make sure all of our equipment is in working order before it gets to you. In the event that your equipment does not work, (and we sincerely hope it doesn't) please call us immediately so we can either fix or replace the item as soon as possible. If the problem happens during your event, please notify us within 48 hours so we can inspect our equipment and issue a refund.

## MY NON-PROFIT IS HOLDING AN EVENT. WILL YOU GIVE ME FREE RENTALS?

Unfortunately, no. Rentals are a very labor intensive process. If your organization wishes to be considered for a charitable donation, please submit a Donation/Sponsorship request form. Once we receive the completed form, we will review the request and our charitable donation budget. Please be aware that because of the nature of our business, we are always being asked to discount or donate our services, so we are forced to put budgetary restrictions on our donations.

## IS STERNO PROVIDED WITH YOUR CHAFERS?

Yes, all chafing dishes include enough sterno to last two hours. Additional sterno is available for purchase if necessary.

## WILL YOU MATCH THE PRICE OF ANOTHER COMPANY?

We will match the price of an identical product with a written quote from another company. Simply bring the written quote into the store or email it to one of our event rental consultants and we can match the price for an identical product.