

Special Event Solutions

IN STORE PICKUP AND RETURN POLICY

IMPORTANT: IN STORE PICKUP AND RETURNS MAY BE SUBJECT TO LATE FEES OR MISSED RENTAL CHARGES IF THE FOLLOWING PROTOCOL IS NOT OBSERVED BY THE CUSTOMER.

IN STORE PICKUP: Check in with the receptionist to sign the invoice and confirm payment has been received. If another party will be returning, the customer is responsible for making the returning party aware of the following policies.

RETURN: Check in with the receptionist BEFORE pulling to the back to ensure you receive credit for your on time equipment return.

LATE RETURNS: All orders not returned on the due date listed on the contract will be charged a flat-rate fee of not less than \$25.00 per day. Any orders that are returned after the due date listed on the invoice are subject to additional day(s) of rental charges. Late returns may impact other rental orders.

TRANSPORTATION SAFETY: Ropes or tie downs must be provided by the client. Marianne's Rentals will load/unload your vehicle at no extra charge. Marianne's Rentals will not be responsible for damage to vehicles. If client prefers to load their own vehicle they must communicate that to the loading crew. Vehicles must be clean and have space available for loading on arrival. The customer is responsible for securing rental items once they are loaded. Equipment that cannot be secured properly will not be loaded into the vehicle. Refunds will not be given for items that are unable to be loaded. Delivery may be available for items unable to be loaded. Delivery fees will apply and the time of the delivery cannot be guaranteed.

VINTAGE FURNITURE POLICIES: Each vintage furniture piece is a unique, one of a kind piece. There is not an identical piece back at the warehouse and it is probably going back out the next weekend to another client, so it is imperative to take extra care with it.

When loading the equipment items should be securely bungeed/strapped on when transporting but not too tight as to damage the furniture. Make sure to not leave the straps on the furniture overnight. Make sure hands are clean when touching upholstery. Never stack items on top of upholstered furniture. Indentions or marks in the cushions/fabric can occur if heavy pieces are stacked upon cushions/fabric. Do not push or slide sofas/chairs/settees at all, especially in the back of a trailer (when authorized). Pushing a vintage piece puts stress on the vintage legs & frame. **Always lift, carry and then set down!**

Upon return of the rentals, Marianne's ALWAYS vacuums each piece of furniture every single time it comes back from a client. You will be notified should there be any damage to the item(s). Some damage may be repairable and a fee will be charged directly correlating to the cost to repair the item.

Rentals are not permitted for outdoor use during inclement weather

NAME: _____ DATE: _____