



RENTAL POLICIES & PROCEDURES

• PRICING

Rates are quoted for a daily, single use rental. We normally allow a 72hr period to accommodate delivery and pickup. Items rented for a weekend event would typically be delivered on a Thursday or Friday and picked up on Monday or Tuesday (this is considered a one day rental). If you require a longer rental period, please contact us for an extended rate quote.

• PAYMENT OPTIONS

Your rental balance must be paid in full before delivery or pickup two weeks before the event date. We accept Cash and Personal Checks w/ a valid driver's license, Visa, MasterCard, Discover, or American Express at our Main Office on Mishawaka Ave. Credit cards can be taken over the phone. Ask about setting up a credit account for frequent renters!

• RESERVATIONS

We always recommend reserving your items as soon as you know you need them to ensure product availability. We can enter a quote into the system for you at no charge, but no items will be reserved until a payment is made. We require 25% of your balance down to secure your reservation, with the remaining 75% due at least 2 weeks before your event date.

• MAKING CHANGES TO YOUR ORDER

Modifications to your order can be made up until your final payment is due (2 weeks before event) to account for changes in RSVPs. Changes to your order cannot be made within one week of your event. If you require additions within one week before your event, a new reservation must be completed and paid in full (subject to availability).

• CANCELLATIONS

The 25% down payment is non-refundable. Any cancellations made one month or earlier of the event date, you will lose the 25% down payment that you made to make the reservation. Any cancellations 30 days to 14 days before your event date, the renter is responsible for still paying a total of 50% of your reservation (your down payment is put toward this). If you choose to cancel 13 days or less before the event date. The renter is still responsible for the full balance of the rental and will be billed accordingly. If you have questions about cancellations please ask before placing a reservation.

• BROKEN, DAMAGED, & MISSING RENTAL ITEMS

The customer is responsible for the rental items from the time of delivery/pickup until the time of pickup/return. Be sure rental items are secured when not in use and protected from the weather. The customer is responsible for looking into what their personal insurance covers.

• DAMAGE WAIVER (E.P.P.)

An optional Equipment Protection Plan (damage waiver) is available for your reservation. This will cover all items in the reservation. If you wish to only cover certain items, those items must be on a separate reservation. The fee is typically 12% of the balance. This fee relieves the renter of liability for accidental damage to rented items. EXCLUDED from the waiver are any loss or damage due to theft, burglary, mysterious disappearance, mildewed linens, intentional damage, misuse, abuse, or failure to care for rental items as one would their own property. Examples of damage waiver coverage include: accidental damage such as chips, cracks, broken china, crystal and barware, stains, burns and tears in linen and skirting; physical damage to tables and chairs. All damages/broken items must be returned. MISSING ITEMS ARE NOT COVERED. Damage waiver fee is non-refundable and can be added to your reservation up until one week before your event date.

All items should be stored in a secure, weather protected area.

• UTILITY WAIVER FORM

If you are renting a tent or inflatable this form MUST be signed and returned to us. We will not set up your tent that has stakes without this form signed and turned in. A copy of this form can be found on our website, or can be sent to you from an event specialist.

• TAX EXEMPTION FORM

If you wish to claim tax exemption, a ST-105 form must be turned in with the current year's date. A copy of this form can be found on our website, or sent by an event specialist.

DELIVERIES & PICKUPS

• DELIVERY & PICKUP CHARGES

Delivery fees are determined by delivery type, zip code, and order size. A standard delivery consists of the rental items delivered neatly stacked in a location 25ft from where we can park a truck. If the items need to be placed more than 25ft from the truck, or if stairs or elevators are involved, a \$60 long carry fee will be applied. If you wish for us to set-up tables and chairs for you, it must be arranged before your event delivery. Please contact us in advance of delivery and/or pickup to arrange for these services so that your delivery will be appropriately scheduled and staffed.

• DELIVERY & PICKUP TIMES

Delivery/Pickup routes are finalized the day before. Since time and care are part of each delivery, a specific delivery time is not available (unless pre-arranged). After hours or specific time deliveries and/or pickups will have a specific fee and must be planned and paid for in advance. You will get a call by 3pm the day before your delivery to let you know if it will be an AM (8a-12p) or PM (1p-5p) delivery. We do not call for pickups unless it is stated within your contract.

• DELIVERY SIGNATURE

It is **best** to be home on the day of delivery to confirm the quantity and condition of items. If anything is wrong, you must contact us immediately. If you know you will not be home, please call our office for an alternative arrangement. ***The customer is responsible for the rental items from the time of delivery until the time of pickup.*** When placing your order, please note if you would like a call from our drivers when they are en route to your location for delivery and/or pickup!

• PREPARING RENTAL ITEMS FOR PICKUP

Rental items need to be returned to the original drop-off location and state at the time of delivery. China, glassware, and flatware should all be rinsed free of food and placed back in their supplied container. Linens should be shaken, food free, and dry to prevent staining and mildew. Linen bags will be supplied for the return of linen items. Tables and chairs should be stacked and ready prior to pickup, this does not apply to reservations that opted for the set-up fee.

• CUSTOMER PICKUP AT THE WAREHOUSE

Our Warehouse is located at 1215 W 8th St. Mishawaka, IN 46544 (corner of 8th & Logan). They are open MON-FRI 8am-5pm (closed 12p-1p for lunch) and SAT 8am-1pm ONLY. We are closed on all major holidays and Sundays. ***No items can ever be left outside without being checked in by our staff.*** If you arrive after hours you must come back the next day. If you are not able to make it in, you must call the main office (574)-259-4807 before 5pm, or you will be subject to additional charges. **There are some items that will be need to be picked up at the main office, please double check your reservation to see where your designated pickup location is.**

*IF YOU HAVE AN AFTER HOURS EMERGENCY PLEASE SEND US A PRIVATE MESSAGE ON OUR FACEBOOK PAGE: WWW.FACEBOOK.COM/BURNSRENTALS

**FOR NON-EMERGENCY ISSUES PLEASE LEAVE A VOICEMAIL AT (574) 259-4807 & WE WILL GET BACK TO YOU THE NEXT BUSINESS DAY