



FREQUENTLY ASKED QUESTIONS

What are your showroom hours? The showroom is open Monday through Friday 8:00am – 5:00pm and Saturdays from 8:00am – 4:30pm. We are closed on Sundays.

What hours are deliveries available? Standard delivery hours are Monday through Saturday from 8:00am – 5:00pm. Sunday and after hours deliveries can be arranged at an additional charge.

Is there a minimum required to place an order? No, AA Party Rentals is available for every event large or small. However, there are some minimums required for long distance and island locations.

How are rental rates determined? You are always welcome to pick your items up the day before your event and return the day after. If your event falls on the weekend you are able to pick-up Friday or Saturday and return Monday at no extra charge. We do offer price breaks if you need the items for an extended period of time, please call for a quote.

How and when do I pay? We take a credit card to hold all reservations. Payment is due in full when items are returned. We take Visa, Mastercard, American Express, personal and company checks. If you prefer, you can also set-up a Net 30 billing account once the credit application is filled out and approved.

Can I change or cancel items on my order? Yes, cancellations and subtractions must be submitted 48 hours prior to the delivery or pick-up date. Items are subject to cancellation fees if reduced last minute. Canopies must be cancelled one week prior to avoid any charges.

What is the breakage policy? Replacement costs can be quoted per item at the time of the reservation. Lost or broken items will be billed on return.

Can I place orders on-line? Please feel free to create a quote and view photos and prices of all items on-line. However, to confirm your order we request that you please give us a call directly.

How far in advance should I place my order? All rentals are reserved on a first come first serve basis. We recommend that you place your order as early as possible. However, we will make every effort to provide the items you need at the last minute.

What should I expect if I choose to have my items delivered? Our delivery fees are based on delivery to a loading dock or ground floor location. Stair/long carry fees may apply if you require that the items are taken to a specific area or floor. Our drivers will stack the equipment in one location. Set-up and tear down is included for certain items, while there are additional charges for others. Please call for a quote.

Am I responsible for cleaning the items before return? You are responsible for the items until they are returned or picked up. All items need to be broken down, stacked and returned to the original packaging. China, flatware and glassware should be lightly rinsed or wiped free of all food debris.