



POLICIES AND PROCEDURES

- While our inventory is extensive, reservations are recommended in order to guarantee items. Reservation deposits are required.
- Changes (reductions and deletions) can be made until noon 2 days before delivery or customer pick up. After that, orders are packed, staged, invoiced and cannot be reduced.
- Additions will be accepted until noon the day before delivery or until time of customer pick up – and will be packed and invoiced as a separate order.
- Most prices shown are a one-day charge, which includes a day to pick up, one day of use and a day to return, excluding Sundays and Holidays. If you wish to rent items for an extended time, please call for special rates.
- All rental charges are for time out, whether used or not.
- All items come to you clean, polished and ready to use, and must be returned clean (except linens). Some include special cleaning instructions in the packing when necessary. Failure to return items free of food will result in additional charges.
- Delivery is available at an extra charge. Deliveries are made to a dock, door or garage that is immediately accessible to our trucks. If delivery requires a long carry or stairs, please call for a quote.
- Deliveries are made between 8am and 5pm. Customers are welcome to call the day of delivery for approximate timing. If specific delivery times are necessary, additional charges will apply.
- Prior to pick up or return, all equipment should be free of food and replaced in their delivery containers. Linens should be dry and refuse free to prevent mildew and staining. Tables, chairs and other rental items should be returned to the same single location for convenient pick up.

- Responsibility for rental items remains with the customer from delivery to return. Customers are responsible for all breakage and lost equipment including containers and rolling carts, with payment due on the return date. All items should be secured and protected from harmful weather conditions.
- Shortage must be reported prior to the event or the invoice quantities will be considered received.
- Prices are subject to change without notice.
- We pride ourselves in both product and service. However, we know problems do occur 24 hours a day. If you have an **emergency** after business hours – call: 425-640-5547 (Seattle) or 253-922-9898 (Tacoma) and follow the instructions. A staff member will return your call promptly.