



Customer Agreement & Rental Policy

Reservations | Deposits

A 50% deposit is required to hold rental items. Deposit will be applied to final bill and balance will be due within 14 days of event date. Any deposits paid are non-refundable within 14 days of the event date.

Delivery Services

Delivery is to front door of office, venue, business or can be left outside or inside garage, first floor, or front steps of your home. Delivery does not include set-up or breakdown of rentals. Renter shall have items ready for pick up at the same location items were delivered by **10:00am** following business day. You will automatically be charged if the items are not in same condition (chairs stacked on dolly, glassware in crates, etc. customer is to inform us upon arrival if something is damaged or missing.

Linens | Caring for your Linens | Damages or Replacements

Linens are provided on hangers, labeled, and pressed. We do not recommend candles. All candles must be in a glass container to eliminate wax spills on the linen. No candles are to be placed directly on the linen without an appropriate holder. Renter agrees to pay full replacement cost for wax, mildew, lost or damaged items at \$25 per linen. Soiled linens should be left out to dry before placing them in our linen bags along with hangers. Customer is to inform us upon placement of linens if they are stained, damaged or if any are missing. Linens property of PTC Party Rentals.

Glassware | Flatware | Dinnerware Rentals

All food service items must be returned wiped free of food. A \$50 cleaning fee will be assessed if items are returned with excessive food as determined by PTC Party Rentals. Broken glassware or china will be billed accordingly. Photos of damages will be submitted as proof upon request.

Will Call | Pick up From PTC Party Rentals

Renter shall return items on Monday between 9am to 2pm. The customer understands that he/she is renting the equipment and accepting it on an "as is" basis. By accepting delivery or possession of the rental items, customer acknowledges and agrees that they have personally inspected the rental items and confirmed receipt of all items listed in invoice. Customers picking up will need to load and unload their own vehicles. PTC cannot be liable for any damages to vehicle. If you are not able to return your order on time, please call our office. Customer is to inform us upon arrival if something is damaged or missing.

Weather Related Issues

Peachtree City Party Rentals does not issue refunds for any reason, including inclement weather. The client assumes all risks and hardships involved with having an outdoor event. Please plan for a tent, if needed. Please always provide an additional contact name and telephone number should you be unavailable on the day of your event.

Payment Terms

A valid credit card must be kept on file. The credit card will be used for damages, missing items, late fees, replacement fees, cleaning fees, or added services as outlined above. The credit card will be charged if changes are made the day of the event, such as added services, labor or additional items are requested or required. If you submit a check that is subsequently returned, you will be required to pay in cash or credit card only. A \$30 fee is assessed on all returned checks. A 4% processing fee is applied to all sales when using a credit card.

Renter's Responsibility

Renter assumes full responsibility of items upon possession. Renter takes full responsibility for proper set up of tables and chairs. The renter agrees to hold harmless and indemnify Peachtree City Party Rental & Events against any damage or injury caused by the use of rental items to renter or any third party.

Cancellations

Cancellation of entire order must be done 30 days prior to event date via email. A 50% restocking/cancellation fee will be applied to any cancelled order.

By signing below the renter is accepting the above terms and conditions for rental equipment provided by Peachtree City Party Rentals and Events, Inc.

Name: _____ Signature: _____ Date: _____

CREDIT CARD AUTHORIZATION:	
Mastercard _____ VISA _____ Discover _____ Check/Other _____ Amex _____	
Cardholder Name (as shown on card):	
Billing Address:	
Card Number:	Security Code:
Expiration Date:	Cardholder Zip Code: