



900 NE 13th Street, Ft. Lauderdale, FL 33304
Ph: 954-763-6581, Fx: 954-765-1425
www.bestrentalservice.com
events@bestrentalservice.com

Standard Policies & Procedures

Thank you for inquiring about Best Rental Service. The following are standard company policies and procedures concerning the rental of our equipment. More specific information is located on the back of the rental contract and **both sides should be read carefully** to avoid misunderstandings or additional charges.

Payment: A 50% deposit is required to confirm an order. Full payment is due 2 days prior to delivery or customer pickup. Prior to delivery; Visa, MasterCard, American Express, or Discover are accepted for payment. Customer pickup orders less than \$200 may pay upon pickup. Only established customers may pay by cash or check with prior authorization.

Cancellation/Changes: We require a minimum of **1 weeks notice to cancel** orders you have reserved with us. Should you cancel your order within that period a 20% restock fee will be applied to your contract. Should you cancel after the order has been loaded or delivered a 50% restock fee + delivery fee (if applicable) will be applied to your contract. All special order items are non-refundable. If a deposit has been charged and an order is cancelled a 5% processing fee will apply to refunds. Changes to your order must be called in a minimum of 3 days before you receive the equipment.

Customer Pickup: All equipment must be stored inside the vehicle. Tables or other equipment may not be secured to the top of vehicles. Our insurance does not cover rental equipment while in transit or in your care & you do so at your own risk.

Delivery: Delivery is available at a nominal fee in our regular delivery areas. **Our employees are instructed to neatly stack all items in a mutually convenient place. Prices do not include the setup or breakdown of tables & chairs.** This service must be prearranged, as our drivers are on a tight schedule. Also, advance arrangements must be made for difficult or after hours delivery and/or pickup. If there are unique circumstances regarding your delivery, i.e. gated community, security guard or hard to find location, etc., please let us know. Please check your order immediately and report missing or damaged equipment within 24 hours of receipt. Your order will be checked upon return and additional charges could be incurred for missing or damaged equipment.

Pickup: **Tables and chairs must be folded and stacked in the same location as the delivery. Rinse all china, glasses, and flatware free of food. Repack all items in the original delivery container and stack in the same location as delivery.** Linens should be candle wax and refuse free and air dried to prevent staining and mildew. Do not store damp linens in a plastic bag (they will mildew). Linens are expensive; just treat them as if they were your own. Linen hangers and skirting clips need to be returned. Additional charges will be applied if the above conditions are not met.

Loss or Damage: Responsibility for the equipment remains with you from the time you receive it until it is back in our possession. Never leave equipment unattended and always make sure it is protected from the weather. Replacement costs will be incurred for missing, broken or rain damaged items. Remember, our insurance does not cover equipment that is in your control.



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Delivery & Pickup Policies

Delivery/Pickup: Delivery and pickup shall be at Our convenience. You grant Us (our agents and employees) the right to enter Your premises for the sole purpose of Delivery, Installation and Pickup of Our Equipment. You shall agree to pay a Delivery Charge at Our standard rate for each extra Delivery or Pickup occasioned by You and required by Us. Delivery and Pickup will be to the ground level only. There is an additional charge to Our standard rate per floor for Delivery and Pickup up or downstairs. For an additional charge to Our standard rates, We agree to Delivery and Pickup the Equipment within a 2-hour period, during a specific time period or outside of Our normal delivery hours. The times to be mutually agreed upon. Our staff is NOT authorized to board and boat or motor yacht for delivery or pickup. We offer service to and from the dock only.

Chairs and tables will be delivered stacked. They must be stacked for Our pickup. There is an additional charge for setup and breakdown. Items used in the packaging and transportation of Equipment, such as crates, boxes, racks, straps, dollies, and the like remain Our property during Your use and must be returned with the Equipment. You agree to pay for all Items that become lost or damaged.

Delivery/Second Trips: We are not always available to deliver additions to the order after the delivery has left the warehouse. A \$25 charge will apply for each additional delivery to a site after the truck has left our warehouse. This \$25 fee is applicable for the local area only. Management will determine rates for service outside of the local area.

Pickup/Second Trips: If any of our equipment is unavailable for pickup, for any reason, including not broken down, and we must return for a second trip, we charge \$25 for each additional trip. This \$25 fee is applicable for the local area only. Management will determine rates for service outside of the local area.

Setup/Breakdown of Equipment: This service must be prearranged. We will setup and breakdown tables and chairs. Setup charge is \$.50 per tables and \$.25 per chair and breakdown is \$.50 per table and \$.25 per chair. Total setup and breakdown of a table is \$1.00 and a chairs is \$.50. No linen or tableware setup is available.

Specific Time Service: Our deliveries and pickups are done during normal business hours and at our convenience. We are happy to request a time of day on your behalf, i.e. morning or afternoon, however this is just a request and not a guarantee. If a specific time is required, the customer will be subject to an additional charge. We require a minimum 2-hour window for specific time service. Invoice total includes the rental charge, plus the normal delivery charge plus the specific time charge of \$50. Example: Rental Charge plus \$50 delivery fee plus \$50 specific time charge,

Overtime/Afterhours Charges: We will make deliveries and pickups after business hours. The rate for after hours work plus difficult venues, extra manpower requirements, holiday service, Sunday service and service outside our local area will be determined by management.

Tent Pickups: Customer must have area under tent cleaned out so that we may remove our equipment and tent. Example: If the event is over at 9:00pm and the tent is to be picked up at 9:00pm, we should arrive at 9:30pm to allow the customer time to clear out the tent or at least have the equipment stacked and ready to go.

Additional Charges: You agree to pay Additional Charges for the following services: (a) Delivery or pickup from any location other that ground level; (b) setup or breakdown of chairs and tables; (c) Folding or stacking chairs and tables in preparation for pickup; (d) cleaning if food service items not rinsed food-free; (e) Delivery and pickup outside our normal delivery hours, Sundays and holidays; (f) Pickup from an address other than delivery address; (g) racks and boxes not returned; (h) Service calls; (i) Delivering items wrongly returned, or collecting Items not returned; (j) Moving items once they have already been placed or setup; and (k) Delivery or Pickup to location more than 100ft from our vehicle and/or rough terrain.



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Damage Waiver Disclosure

Best Rental Service is happy to provide you with a Damage Waiver. For a fee of 9% of the rental rate of breakable/damageable items, Best Rental Service will not hold you responsible for any accidental breakage or damage of equipment. The replacement and/or repair costs for much of our equipment is very high and many customers have found that the damage waiver gives them an extra piece of mind. Naturally, there are some restrictions. Please read the following so you clearly understand what is and is not covered.

The damage waiver is not insurance. You are responsible for any damage to the equipment and for their return in the same condition in which they were received, except for ordinary wear and tear. If you accept the Damage Waiver, however, we agree to waive our right to recover from you the amount of damage to the equipment.

Your liability for damage to the rental items will not be waived in the following circumstances:

- Items not included in damage waiver coverage include: tents, staging, floors, cooking equipment & carnival equipment. The damage waiver fee is not calculated for these items and they are not covered if broken or damaged.
- Items damaged if client neglects to keep protected from weather.
- Linens bagged with food or liquid that causes stains or mildew, tears, burn holes or linens with candle wax.
- Shortages disclosed on inventory, either by unexplained disappearance, willful neglect, abuse, vandalism or theft.
- Damage due to your neglect or misuse.
- Loss of accessory equipment, such as propane regulators, etc.

You must establish proof of damage by return of the damaged items (or pieces thereof) and such other evidence as we may reasonably require. This includes tables, chairs, glassware, flatware, china, and linens.

The Damage Waiver protection is optional and may be declined at the time of the rental. If agreed to this coverage it is non-refundable. If you have any questions please give us a call or email us at events@bestrentalservice.com