



## CUSTOMER PICKUP AND RETURN

### **Reserving a Rental For Customer Pickup and Return:**

The quote and terms and conditions paperwork must be signed and returned. A 50% nonrefundable deposit must be made at the time of reservation. The full balance is due if it is within two weeks of your event.

An additional 3% fee is added when using a credit or debit card. If you prefer to pay with a check or cash, please contact our rental staff so they can note this on your reservation.

### **Vehicle Requirements for Customer Pickup and Return:**

A full-size truck or enclosed trailer is generally needed for most rentals. If you have a different vehicle, contact us prior to reserving your rental to make sure it is big enough to secure and protect the rental.

Customers are responsible for loading and unloading all rental items.

Customers are responsible for supplying all tie downs, protective blankets and anything else needed to secure the rental equipment and protect the customers vehicle. Prior to reserving your rental, contact us regarding any questions about dimensions. Table legs fold but the table surface does not.

For Your Occasion will not be held liable for any accidents or any type of damage done to any vehicle or rental equipment due to improper loading/unloading or failure to properly protect and secure rental equipment.

### **Specific Pickup and Return Times:**

**Monday- Friday Pickup times are from 8:30 am to 1:00 pm**

**Monday- Friday Return Times are from 8:30 am to 1:00 pm**

### **Arriving for Customer Pickup and Return:**

You **MUST** come into the office prior to pickup and after returning items:

#### **Pickup:**

- Come into the front office, where our staff will ask you for a copy of your photo ID.
- You will then be asked to back into the loading bay door on the right side of our warehouse. A member of our staff will show you where items are located so you can load them.

#### **Return:**

- Come into the front office and let the event rental specialist know you are returning your rental items.
- After you have let our staff know, then please back into the same loading bay door and unload your rental items into the designated drop off area.