



Aladdin Rents

RENTAL FAQ's

PAYMENT -Rental fees are due in advance for all deliveries and customer pick-ups. We accept cash, personal or business checks, American Express, Discover, MasterCard, or Visa.

RESERVATION DEPOSIT –A 50% down payment is due when reservation is placed. We must receive payment in full 72 hours prior to delivery.

ORDER CHANGES –Any changes to orders must be made 2 days prior to delivery date.

ORDER CANCELLATION -15-30 days prior to your event, cancellation fee equal to 25% of total rental cost. 8-14 days prior to your event, cancellation fee of 50% of the total rental cost. 7 days or less prior to your event, cancellation fee of 90% of the total rental cost

PRICING-All prices quoted are one-day rate unless otherwise specified. Special arrangements must be made if you desire to have equipment for a longer period of time. **Prices subject to change without notice.**

RENTAL PERIOD –Our normal rental day is a 24-hour period. However, we will allow time for customer pick-up and return. The exact terms will be established at the time of rental. A weekend rental will be charged at the one-day rate. Any merchandise kept for longer than specified will be charged according to the following schedule:

1. Overdue rentals will be charged at ½ the daily rate for each additional day the merchandise is kept.
2. Long-term rental rates shall be established prior to the beginning of the rental period.

DELIVERY AND PICK-UP RATES -Rates for all deliveries and pick-ups will be quoted upon request. Delivery and pick-up will be to ground level only. There is an additional charge for upstairs, downstairs, distance handling, and for deliveries made outside our local area. Merchandise must be ready for pick-up and assembled in a single location when our driver arrives. Tables and chairs must be stacked, canopies must be disassembled and in original bags, and dishes and glassware must be packed in original cartons. Items not meeting these conditions are subject to an additional fee. Responsibility for merchandise remains with the renter from time of delivery to time of return. Please be sure merchandise is secured when not in use.

TIME SENSITIVE DELIVERY ADDITIONAL \$30.00 FEE - Guarantees delivery within a two hour window, one hour before and one hour after the requested time.

TIME SENSITIVE PICK-UP ADDITIONAL \$30.00 FEE - Guarantees pick-up within a two hour window, one hour before and one hour after the requested time.

AFTER HOUR DELIVERY AND PICK-UP - A fee will be applied for any pick-up or deliveries needed after normal store hours or for Sunday and holiday pick-ups or deliveries. Fee based on size of order and quantity of employee's needed, inquire for pricing.

DINNERWARE, FLATWARE, AND GLASSWARE -All of the above must be rinsed of all food particles and in their original cartons to avoid extra charges. Shortages will be charged to the customer at replacement cost. A charge will be made for any storage crates, chair dollies, straps, or skids that are not returned.

CLEANING CHARGES -Cleaning charges of up to 50% of the normal rental charge will be assessed on all items returned unclean.

TABLES AND CHAIRS -Table and chair rental fees do not include set-up or take-down. Chairs and tables will be delivered stacked and must be restacked for pick-up. Set-up and take-down service is available for nominal fee but must be scheduled prior to delivery or pick-up.

LINEN AND SKIRTING -Table linens must be dry and free of all food and decoration waste. All linen must be returned in original shipping bags.

DAMAGE WAIVER - Damage waiver is a fee paid to the rental dealer who, in turn, waives any claim against the customer for damage to the rental equipment. All customers are automatically charged 10% of the rental rate for each contract. A few exceptions and limitations do apply, call our office for details. If the service is not wanted, a written formal statement of insurance from your insurance carrier is needed at time contract is written.

PRICES SUBJECT TO CHANGE WITHOUT NOTICE.