



Delivery & Pickup Policy

Basic Delivery/Pickup Service: Orders are delivered one to two days prior to the event and picked up one day after the event between the hours of 8:00 a.m. and 7:00 p.m. During high volume or peak season your delivery/pickup may be rescheduled. Our office will contact you if a change is necessary.

- **Payment:** 10% nonrefundable deposit is required to reserve equipment. The balance is due in full (4) days before delivery if paying by cash or with credit card and (10) days before delivery if paying by check.
- **Location/Placement:** Equipment is neatly stacked in one location with easy accessibility and close to delivery truck. The location must have an unobstructed 3' walkway to move equipment through. Please advise the office if any of the following conditions exist at the time of reservation: transporting carts over grass, dirt, sand, gravel, stairs, elevators, or hills. Also, please advise if the walking distance is in excess 50' from the delivery vehicle parking. Additional service charges may apply.
- **Entry Denied:** If access is denied for any reason, a return trip charge will be incurred. Please notify us of any gated communities and restrictions for entry to these communities. If code is needed to enter, please provide it to the office.
- **Linen:** Must be returned dry and free of debris. Waxed, burned, or negligently damaged linen will be billed for replacement cost.
- **Food Service Equipment:** China, glassware, flatware, and food service equipment shall be returned rinsed free of debris and placed in original shipping crates. Equipment not rinsed upon return will be billed a cleaning charge.
- **Malfunction:** If a malfunction occurs, contact our office immediately. If after hours send text to (714) 813-1814 to have someone from our office to contact you. DO NOT attempt to fix unit. If immediate notification is not made, no refund will be considered.
- **Counting Equipment:** Before signing the contract, the client must verify receipt of all items. If the client is unavailable to count in items, the count listed on invoice will be considered accurate.
- **Pets:** Driver and staff may not enter any area where there is an unrestrained pet. Please advise office staff about delivery location when pets are left in backyard. Please remove all pet "nuisances" from setup area prior to staff arrival.
- **Permits:** Customer to comply with all municipal, county, state and federal ordinances related to event such as use, safety, required permits unless otherwise stated on contract. The pulling of permits is a service we can provide with a minimum of (2) weeks advance notice. Service charges plus the costs of permits are to be billed to client.
- **Estimated Time of Delivery:** Please call the office between 11:00 a.m.- 6:00 p.m. the day prior to your delivery for an estimated time window. Time estimates are based on a four-hour estimated time frame.
- **Scheduled Deliveries:** Scheduled time deliveries are available on a pre-arranged basis and are subject to additional service charges.

Party Pro Rental Center, Inc.
350 E Orangethorpe unit 17
Placentia, CA 92870
(714) 540-1785
www.partyprorc.com