



INTERSTATE SPECIAL EVENTS

Frequently Asked Questions

What are your showroom hours?

Our showroom is open as follows:

Operational Hours: Monday-Friday 8am – 5:30pm
Saturday 8am – 5pm

What hours do you offer deliveries?

Interstate will deliver at any time; however, any time outside of our normal showroom hours will incur an after-hours labor fee.

Is there a minimum order?

There is no minimum order needed. Interstate will be pleased to help anyone regardless of the size of their order.

What are the charges if we break something?

Replacement fees vary according to the item and the replacement fees can be quoted at the time of rental, upon request.

Can I place orders online?

You can currently request a quote online. Our employees will respond to your request within 24 hours regarding availability, and reserve those items for you if they are available.

Can I place orders over the phone?

Yes, you can place orders over the phone. Feel free to speak to any of our representatives at 503.285.6685.

Do you have a price list?

Yes, you can call our office or email us to have one mailed to you. You can also view it on our website.

How far in advance do I need to order?

We recommend reserving your items as early as possible to ensure availability. We will make every effort to provide items at the last minute.

Can I change my order?

Yes, you may make additions and modifications, depending on availability, up to 48 hours prior to your will call or delivery date.

Will you set up my rental items?

Yes, we offer setup and tear-down services for an additional charge.

Do I need to return my items clean?

In general, we ask only that you return dishware and food service items lightly rinsed, debris-free, and replaced in the original cases we provided.

All other items should be returned clean to avoid a cleaning fee.

What can I expect when the truck arrives?

All standard deliveries and pickups are based on 'tailgate' or 'ground-floor' deliveries and pickups. If a delivery needs to be made to a specific area or floor, additional charges will apply. Our delivery personnel are instructed to neatly stack all items in a mutually convenient location.

Event set up and strike is available for an additional charge, but these arrangements should be made prior to delivery and pickup.