



INTERSTATE SPECIAL EVENTS

Rental Policies Overview

Reservations

Early reservations ensure availability and provide enough time for our staff to prepare, package, and double check your order before delivery or will call date.

Orders can be altered up to within 48 hours prior to delivery or will call, depending on item availability. Additional rentals can be picked up at our warehouse or delivered for an additional fee if time allows.

Some products require a non-refundable reservation fee, i.e. tents, heaters. Your sales representative will be happy to assist you with further information. Reservations must be cancelled at least 48 hours in advance of the will-call or delivery date to avoid a cancellation or restocking charge.

Pricing

All rates are assessed per event. In most cases, orders can be taken the day before your event and returned the next day. Extended rental rates are available upon request. Late returns are subject to additional charges. Customer will be charged for damaged or missing equipment.

Payment

Rental fees and deposit are due in full prior to delivery date. All major credit cards are accepted as well as cash. Checks are accepted as payment if accompanied with a current, valid driver's license and a major credit card. Checks are not accepted as deposit.

Delivery / Pickup

Charges for delivery are determined by zip code, the size of event (if we need to dispatch more than one vehicle), and time of delivery/pickup (there may be extra charges if we have employees working outside normal working hours). Delivery fees do not include setup and strike of your event. Delivery charges include pickup.

We can setup and takedown tables, chairs, etc... at an additional charge. Advance arrangements should be made for this service.

All standard delivery fees are based on 'tailgate' and 'ground-floor' deliveries and pickups including carrying items up to 50' same level. 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.



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For pickup, rental equipment must be broken down and placed in the same place in which it was delivered unless other arrangements are made prior to your event. Equipment not ready for pickup when scheduled will be subject to additional rental, labor and pick-up fees. Interstate's count will be treated as final if there is no customer representative present upon delivery or pickup.

Repacking and Cleaning

All glassware, china, silver, and flatware must be free of food and liquids and returned in their original containers. Linens should be shaken off and left out to dry if necessary to prevent mildew and staining. Damp linens should not be stored in plastic bags under any circumstances. Barbecues and fryers must be cleared of oils, ashes, coals, and food items to avoid a \$50.00 cleaning fee. Furniture is sometimes delivered with accessory equipment and secured with ropes or straps; these items should be returned with the furniture to avoid replacement costs.

Damaged & Missing Equipment

All equipment is the customer's responsibility from the time of receipt until the time of return. Damaged or missing items must be reported PRIOR to the event or the items will be considered received and in good condition.

It is the customer's responsibility to check and count all rentals before and after the event. Additional fees will apply for any damage, loss, misplacement, or breakage of any equipment, including storage boxes and containers.

Missing items returned within one week may be refunded the full replacement cost, but will incur extended rental fees. Rental fees do not apply toward replacement charges.

Order Issues

While we at Interstate strive to provide high quality equipment and customer service, we will occasionally make mistakes. Please call as soon as possible if you find something missing, damaged or incorrect with your order. We'll do everything we can to correct that issue. If we have enough notice, we might be able to correct the problem without affecting your event. If our office is closed, you can leave a message with our emergency voicemail and you will be contacted shortly afterward.

In Conclusion

ISE looks forward to assisting you with your event rental needs. By ensuring all expectations are revealed and accepted before your event, we can help to ensure a positive experience and memorable event.