



## Delivery & Pickup Policies

In an effort to give our customers the greatest value in regards to the delivery and pickup of their events we choose to look at our delivery and pickup rates a little bit differently. Instead of basing our rates exclusively on distance from our facilities we use a variety of factors to calculate the cost of a delivery, most notably time and distance. Utilizing time as a factor in our delivery pricing allows us to increase the number of available deliveries and pickup in any given day and lower our costs based on this increased efficiency.

Delivery and Pickup operations are normally run between 8AM and 5PM but our normal operating hours can extend to 7AM to 7PM during seasonal peaks. Our pricing for delivery and pickup is first based on distance and then upon the time window that you need. Our base delivery rate will fall within these operating hours at a time that allows us to maximize the efficiency of our trucks, crews and fuel. We also offer delivery and pickup services that can be narrowed down to 4-hour and 2-hour time windows, as well as time specific deliveries and pickups. Late nights, early mornings, or other out of operating hours schedules are available as well and are priced accordingly.

Deliveries requiring multiple trucks will be priced accordingly and additional deliveries or pickups are subject to additional charges.

Our standard delivery and pickup charges are for work performed from our loading docks to a location within 35 feet of the back of our truck across flat ground. Additional charges apply for orders that are time specific, occur after hours, or have additional labor requirements. Please speak with your Customer Service Representative for a specific quote for your order. Please arrange all additional special needs including long hauls, stairs, elevators, and any other special needs in advance. This will ensure a timely delivery for yourself and all of our other clients. Additional charges will be assessed after the contract if not planned in advance at a rate of 1.5x the normal rate.

If a delivery is to your home, please provide a protected space to leave the equipment (garage, entryway, patio, deck). If you are not going to be home at the time of delivery, please let your Customer Service know where our crews should deliver the equipment.

If a delivery is to a business or venue, please provide hours of operation, contact at facility, and any special instructions that would allow for a smooth delivery & pickup process.

Please let your Customer Service Representative know if there are any issues with large trucks or truck and trailer combos accessing your delivery site. This would include but is not limited to low branches, steep or slippery approaches, gates in need of access codes, narrow driveways, turn around areas or lack thereof. Any of these can affect the timing and efficiency of yours and others deliveries.



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### Delivery Responsibilities:

- At delivery, you assume possession of, and responsibility for all rental products ordered.
- Delivery items are to the dock or door and placed in a central location. Due to time restraints, setup fees and portage fees are extra and need to be added with your Customer Service Representative when you place your order.
- It is the customer's responsibility to receive, inspect and count all items delivered.
- The customer is also responsible for reviewing and understanding operating instructions included with some rental items.
- Either the customer or an agent for the customer will need to sign documentation stating that all items arrived in good working condition have been delivered. If no one will be on site to receive the items arrangements will need to be made in advance. Return trips will result in additional delivery fees.
- Immediately report any problems regarding your rental items.

### Pickup Responsibilities and Guidelines:

- Place all products in the pre-designated pickup location. This is normally the location and manner that all items are delivered to.
- Be sure to return all racks, hangers, boxes, bags, straps, dollies, carts and other packing materials.
- Rinse plates and other food service items food particle free and place them in the crates provided.
- Place glasses upside-down in the glass racks or boxes provided.
- Rinse all flatware/utensils food particle free and place them in the tub(s) provided.
- Shake out food crumbs and debris from all linens, and place them in the linen bag(s) provided. To prevent mildew, please air dry all damp linens before placing them in the bags.
- Please check your order before the driver arrives to ensure all items are present.
- If you or your onsite contact is not present at the appointed pickup time, the pickup product counts will be final. Any missing items will be billed accordingly.
- For outdoor events, equipment should be stacked and protected from weather to avoid damages.
- Labor or cleaning charges will apply if equipment is not ready or clean at the time of pickup.
- If anything did not work well or meet your expectations, please communicate this information to your Customer Service Representative in advance of the event.