



Equipment Protection Program

In an effort to give our customers peace of mind during their events, Special Occasions is pleased to offer the Equipment Protection Program (EPP) as a way to protect yourself from unforeseen damage that might occur during an event.

Without the EPP, the customer is responsible for 100% of all repair or replacement costs, up to the retail price and shipping and handling costs for the equipment, plus the rental amounts due during the period that the equipment is being repaired or replaced (downtime costs).

With the EPP the customer will be responsible for a contribution that is 15% of the repair or replacement costs for any damaged or broken equipment up to \$10,000 in damages per contract. Customers will not be billed for any downtime or lost rent that occurs as a result of the damage.

All customers must elect and pay for the EPP in advance of the order leaving Special Occasions' facilities. EPP is not insurance, nor is it a warranty. EPP covers incidental damages that could occur during routine use of our equipment. EPP does not cover negligence, misuse, abuse or neglect. Additionally, EPP does not cover any damage that occurs as a breach of other terms and conditions that are a part of the Special Occasions Rental Contract.

In the event of damage, customer is responsible for all rental fees incurred prior to incident. We have found that certain items rarely, if ever, incurred damage that was covered by EPP so we have excluded Tents and Stages from the Equipment Protection Program. These larger cost items caused the cost of EPP to become prohibitive to the customer while rarely providing a benefit. All other items that are rented at Special Occasions are covered by the Equipment Protection Program (EPP).

What is Covered?

- Breakage: All equipment returned broken or damaged during normal use.
- Linens: Stains, snags and tears will be covered with the return of the linens.
- Dish & Glass: With the return of the broken items.

What is Not Covered?

- Shortages
- Abuse
- Water Damage from Neglect; items left out in the rain or in sprinklers.
- Neglect to take reasonable precautions to secure and protect our property.
- Wax, Mildew or Burns on linens.

The cost of the EPP will vary from contract to contract. Please review your quote or contract for these charges or ask a Customer Service Representative for the cost on your contract.



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Cost & Benefit Examples

	Contract Costs		Minor Damage		Major Damage	
	With EPP	Without EPP	With EPP	Without EPP	With EPP	Without EPP
\$500 Tables & Chairs	500	500	500	500	500	500
Cost of EPP	50		50		50	
Downtime Costs (Repair/Replace)				30		100
Customer Contribution (15% of Repair)			4.5	85	24.75	165
Total Cost to Customer	550	500	554.5	615	574.8	765
	Contract Costs		Break 15 Pieces			
\$1000 Dinnerware & Glassware	1000	1000			1000	1000
Cost of EPP	100				100	
Downtime Costs (Repair/Replace)						30
Customer Contribution (15% of Repair)					33.75	225
Total Cost to Customer	1100	1000			1134	1255

These figures are examples only of commonly seen damage costs and lost rents. Each incident is assessed separately and actual charges will be calculated on a case by case basis.