

Policy & General Information

About Our Rental Service

Thank you for giving us the opportunity to be of service. We suggest that you finalize your plans early as possible and reserve the equipment you have chosen for your special event in advance.

Rental Periods

All rental periods are considered one day rentals, unless otherwise stated on the rental agreement, with the exception of party-event rental items which are considered as a three day rental (Event).

Payment

Full payment for all merchandise and any additional deposits or services desired are due **before delivery date** of equipment and goods. Credit will only be extended to customers that have an approved charge account with Grand Rental Station.

When we Delivery

Delivery service is available at a nominal fee. Please make delivery arrangement in advance so we may provide you with the best possible service. Delivery charges depend on distance and the amount of your order. Our delivery personnel are instructed to neatly stack all items in a mutually convenient place. If delivery is to be up or down stairs, at some distant location or you will need to have items set up and taken down this service can be provided at a reasonable cost and **must be arranged in advance**. All equipment is delivered to you ready to use. Upon accepting your order, count each piece immediately. **Notify the store of any shortages at the time of delivery, do not wait till the start of your party!**

When we Pick Up

For event rentals health regulations require that all china, silver, utensils, glassware, etc. be rinsed, food-free and re-packed in the same containers as delivered. **Linens should be refuse free and dried to prevent staining and mildew.** Table and Chair should be folded and all items assembled in single location ready for pick up.

Lost or Damage

Responsibility for equipment is with the lessee from the time of delivery or customer pick up, to the time of return. Please be sure equipment is secure when not in use and protected from weather.

**** We do charge for missing, broken, or damaged item! ****

Underground

Customers are responsible for marking underground items that may be damaged from installation of rental items. Grand Rental Station will not be responsible for any underground utilities, sprinkler systems, septic systems, electrical, rocks, etc. Keep in mind that overhead clearance (i.e. electrical wires, tree branches, etc.) is also necessary.

Note: This catalog is subject to errors and omissions, price is subject to change without notice.

*******Reservations And Deposits*******

A 50 % deposit is required to reserve all party rental items, and due at time of reservation. This deposit is non-refundable unless order is canceled within 28 days prior to delivery date. Orders canceled after this time period will be charged a 50% restocking fee. The deposit will be applied to the rental upon final payment, which is due before delivery date.

Thank you for using Grand Rental Station.