SERVICE POLICY



Our reservation process is simple- typically all we require is an initial deposit, and a signed" Purchaser Agreement". (see 5. reservations) Proof of deposit(s) made serves as form of agreement and applies to the terms of service listed below.

For the fastest service, call us at (561) 379-6306 during business hours to reserve your event date today. You can also email us at bookings@djsopro.com with your questions or concerns. We'll respond within 24 hours with confirmation of receipt and order availability.

1. PAYMENTS

2.9% added to all credit card payments processed through Dj Sound Productions, LLC electronic merchant services. Please make all checks payable to Dj Sound Productions, LLC

MAIL CHECK PAYMENTS TO: Dj Sound Productions, LLC 502 Green Springs Place

West Palm Beach, FL 33409

2. CANCELLATION

The agreement of the disc jockey to perform said services is subject to his/her proven detention by sickness strikes, adverse weather conditions, acts of God, or any other legitimate condition beyond his/her control for which The Disc Jockey will not be held responsible for any loss incurred by Purchaser as a result thereof. Under these specific circumstances the deposit is refunded to Purchaser. Cancellation by purchaser for any reason does not warrant return of any deposit paid.

3. INSURANCE

Renter to provide proof of insurance naming Dj Sound Productions, LLC as additional insured and loss payee. Insurance should provide \$1,000,000 in General Liability coverage. Dj Sound Productions, LLC will provide a certificate of insurance (C.O.I) at the venues request. A service fee of \$24.99 applies to equipment rentals only.

4. PRICING

All rates are subject to change without notice. Prices are for one day rentals and/or services based on time blocks.

5. RESERVATIONS

Quotes and proposals do not guarantee availability or pricing. A minimum initial deposit of \$200.00 is due in order to reserve the event date & guarantee pricing, A 50% deposit is required for packages exceeding \$2,000.00 to cover third party pre-orders [custom gobo(s), backdrop(s), and/or other miscellaneous production material(s)] All deposits are credited to the remaining balance. Full payment is due 15 days prior to event date unless specified otherwise in the "Purchaser Agreement". Due to the nature of business initial deposits are deemed non-refundable. (see 2. cancellation)

6. ADDITIONAL ORDER OPTIONS

Setup and breakdown (setup & strike) services must be arranged when making the reservation; charges are based upon the size of the purchase order.

7. EQUIPMENT RENTALS

All equipment and accessories must be returned in original condition. Dj Sound Productions, LLC will grant a 24-hour grace period from the time of return to locate any missing items. After that 24 hours has expired, any items not returned will either a) incur rental charges until they are returned or b) have their replacement cost charged to the client.

8. LIABILITIES

Purchaser will pay any expenses resulting from legal action or collection fees incurred when enforcing contract. *Purchaser holds* Dj Sound Productions, LLC *harmless from liability or damages resulting from any police report(s) filed for stolen goods (when Purchaser possesses goods past the due date for return).*

9. DISCLOSURES

Dj Sound Productions, LLC reserves the right to adjust and/or replace package items using equipment "equal to" or of "more value" consistent with new product updates and professional expertise. Dj Sound Productions, LLC reserves the right to use photographs and videos shot by any member of it's production team whether in-house or it's subcontracted staff for commercial use defined as online advertising, website(s), blogs, social media networks and general advertising on newspapers, magazines, television, vehicle wraps, etc. at it's discretion.

