

# THUNDER SHOWERS LLC

## Down Payment policy

### **Cancellation policy**

Reductions in quantities of up to 20% of the original number can be made without penalty no later than 14 days prior to your event. Reductions in quantities greater than 20% and/or reductions of any amount made within 14 days of your event are subject to a penalty of 50% of the total rental rate of the cancelled item(s) plus taxes. Any items cancelled within 1 week of your event will be charged at full rental rate plus taxes.

### **What we need to book an order**

To confirm an order we require your contact information (address, phone, email and/or fax), valid credit card information (stored in Square) and a non-refundable deposit. The deposit is equal to 50% of your order total and is applied towards your final balance. This payment can be made by Credit Card, Cash, Check (at least one week prior to that date your rentals will be delivered) or Email Transfer. Monthly payment options can also be arranged.

### **We've had 15 people RSVP us at the last minute, can I add to my order?**

Yes, as long as the items are available. These items will be billed separately. Extra delivery charge may apply based on load and timing of adding items.

### **I did not use all my items, will I get a refund?**

Rental items are charged for time out, not for use. Every item that leaves our building is treated the same way upon return, used or not. This ensures that every item you receive is clean and food service items are sanitized and food safe.

### **Do you set up my rentals?**

We are available to set up chairs and tables. Chairs start at 40-cents per chair to set up and 40-cents per chair to take down. Tables are \$1 per table to set up and \$1 per table to take down. EZ-Up tents are \$15 to set-up and \$15 to take down. We set up all Festival, Marquee and Clearspan tents, dance floors, portable flooring, staging, custom lighting. Side walls are \$5 each to install. Delivery is available for reasonable rates. Please contact us for a quote. We do not offer set up of table settings, linen, or general décor items.

### **What should I do if I receive my order and items are missing or damaged?**

We do our best to ensure your order is complete. If you discover missing or damaged items upon receipt please contact us **immediately** so that we can make a note on your account and make arrangements to replace the items if desired. If it is after store hours please leave a message or call our after-hours emergency line. We will contact you as soon as possible. Many factors can contribute to items being lost or damaged during an event. We cannot accept disputes after an event is over. If asked, we are willing to perform a full inventory count of the item(s) in question.