



WE SET THE STAGE. YOU MAKE THE MEMORIES.

San Antonio, TX | [rivercitysatx.com](http://rivercitysatx.com) | [mrodriguezsantiago@rivercityevents-satx.com](mailto:mrodriguezsantiago@rivercityevents-satx.com)

## RETURN & REFUND POLICY

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*Effective Date: July 2026*

At River City Event Rentals, we strive to provide clean, safe, and high-quality equipment for every event. Because we rent equipment rather than sell products, our Return & Refund Policy differs from that of a traditional retail business.

### Reservation Payments

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Reservations are secured once the required payment, or deposit, has been received and confirmed. By completing your booking, you agree to our cancellation and refund terms.

### Cancellations

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If you need to cancel your reservation, please contact us as soon as possible.

- 14 or more days before your event: Eligible for a full refund, less any non-refundable payment processing fees.
- 7–13 days before your event: Eligible for a rental credit that may be applied toward a future reservation.
- Less than 7 days before your event: Payments are generally non-refundable due to scheduling commitments and reserved inventory.

We understand emergencies happen and may review exceptional situations on a case-by-case basis.

### Weather-Related Refunds

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Your safety is our top priority.

If River City Event Rentals determines that severe weather makes it unsafe to deliver or operate rented equipment, we will work with you to:

- Reschedule your event to a future available date, or
- Issue a rental credit for a future booking.

Refunds for weather-related cancellations are provided only when River City Event Rentals cancels the rental due to unsafe conditions.

### Equipment Returns

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Our team will retrieve rental equipment at the agreed pickup time unless other arrangements have been made.

Please ensure that:

- All equipment is accessible for pickup.
- Tables and chairs are free of decorations and personal belongings.
- Concession machines have been emptied.
- Rental items are reasonably clean and ready for pickup.
- Equipment has not been moved from the original setup location without prior approval.

Additional cleaning or labor charges may apply if excessive cleaning or disassembly is required.

## Damaged or Missing Equipment

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Customers are responsible for equipment from the time it is delivered until it is picked up by River City Event Rentals.

Charges may apply for:

- Missing items
- Excessive cleaning
- Damage beyond normal wear and tear
- Repairs or replacement costs

## Equipment Issues

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If you experience a problem with any rental equipment during your event, please contact us immediately.

We will make every reasonable effort to repair, replace, or resolve the issue as quickly as possible. Refunds are considered only when River City Event Rentals is unable to provide the rented equipment or an acceptable replacement.

## Refund Processing

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Approved refunds are typically processed within 5–10 business days using the original payment method. Processing times may vary depending on your financial institution.

## Questions?

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If you have questions regarding this policy or your reservation, please contact us before your event.

### River City Event Rentals

San Antonio, Texas

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