

Kalamazoo Flower Wall LLC – Policies

Choosing Equipment:

Kalamazoo Flower Wall LLC rents all event equipment on a first come first serve basis. Receipt of a quote is NOT a guarantee of event equipment reserved. Once you decide the event equipment you want to rent, we will generate an Invoice. We require a non-refundable deposit of 50% of total charges and a signed Equipment Rental Agreement to generate an Invoice. Signed Equipment Rental Agreements can be done in person or emailed to kalamazooflowerwall@gmail.com. Equipment will not be held without a non-refundable deposit of 50% of total charges, a signed Equipment Rental Agreement, and an Invoice.

Inclement Weather:

We ask that you have alternative plans in case of inclement weather if using equipment outside. If the weather looks bad, we will contact you prior to your event. If you cancel due to inclement weather before our Delivery Driver leaves to deliver the equipment, your 50% non-refundable deposit will be applied to any future event for a period of one year. This only applies for weather related cancellations and the future event date cannot interfere with any reservations made by other Clients. As a reminder to our clients if the artificial flowers on the flower walls or on the floral rentals get wet, it will damage and fade the artificial flowers. The Client is responsible for any weather-related damage to the equipment while in their possession; any damaged items will be charged to the client at full replacement cost.

Final Contact:

We generally contact you on the Thursday before your event to confirm the details. Our staff member will confirm final payment, method of payment, space requirements, delivery times, etc.

Power Requirements:

Client is responsible for power supply. Kalamazoo Flower Wall LLC is NOT liable for problems due to power issues or any other damage involving the electrical power supply. A standard electrical outlet needs to be within 100 feet if renting electrical items such as Neon Signs, etc.

Set Up:

We require someone at the event to show us where to set up. We set up on flat surfaces only, your surface must be grass or concrete if set up is outdoors, NO dirt. We will need to know if there is a sprinkler system in the lawn. Sprinkler heads must be flagged before setting up. We are not responsible for sprinkler line damage, or any other damage to underground water, electrical, or gas lines due to using ground stakes to hold Flower Walls or other Equipment in place. We may require you to call Miss Dig. Miss Dig is a free call before you dig service that can help you determine any underground water, electrical, or gas lines if you are unsure about the set-up location. Miss Dig can be contacted at [1-800-482-7171](tel:1-800-482-7171)

Please Note: Delivery Drivers do not go up and down a lot of stairs. Setup location should be easily accessible from the delivery vehicle.

Also, Delivery Drivers are required to pick up the final payment at set up unless you have made arrangements to pay your full balance using credit card, cash, or Venmo prior to your event. Failure to make this payment will result in your equipment not being set up.

Damages:

The Client is responsible for all damages to our equipment while in their possession.

Early Shut Down:

If your event ends early, please call [269-316-4146](tel:269-316-4146) to arrange an earlier pick-up if available. There are no refunds due to an early pick up for any reason.

Delivery Radius:

Kalamazoo Flower Wall LLC serves Greater Kalamazoo, Battle Creek, and other neighboring cities, towns, and villages. We only do business in the State of Michigan and will not deliver beyond state lines.

Client Pickups and Drop Offs:

We allow Clients to pick up and drop off certain items excluding Flower Walls and Arches. There must be a 50% down deposit, a signed Equipment Rental Agreement, and an Invoice before equipment can be released.

Thank you for choosing Kalamazoo Flower Wall LLC for your entertainment needs!