

Thompson's Treasures; Wedding & Event Rentals

Company Policies

Payment Schedule:

Payment of the total rental cost (including the rental price of any items, delivery/pick-up fees, and any other applicable fees) will be due in two equal increments.

1. 50% of the total rental cost shall be due as an initial deposit. This deposit reserves the desired items for the specified event date and time. Customer may pay the full payment amount if desired.
2. The remaining 50% of the total rental cost shall be due 30 days prior to the event date.
3. All payments, once made, are non-refundable- unless service must be cancelled by Thompson's Treasures. The amount paid, to date, for any items cancelled by the client will not be refunded.

In-person Consultations:

Thompson's Treasures operates by appointment only, therefore customer must contact Thompson's Treasures to arrange a visit to view inventory at warehouse. Inventory is available on the website for view. Please be mindful when scheduling appointments- notify Thompson's Treasures at least 3 hours prior to scheduled appointment time if needing to cancel or reschedule.

Date Changes:

In the case that your event changes in time, date, or location, please advise us immediately. We will do our best to accommodate such changes, but the possibility exists that your selected items may not be available for the new time/date/location. In such cases, you may select another similar item to replace what is unavailable at no additional charge; however, if you opt not to replace an item that is no longer available as a result of changes to the event details, a refund will not be issued for any amount paid up to the date and time Thompson's Treasures was notified of the changes. Additionally, changes in event date, time, or location may result in changes to the associated delivery/pick-up fees.

Outdoor Settings and Inclement Weather:

In general, you are permitted to display our items outdoors at your events, provided they are (1) placed on a solid, level surface, and (2) there is no precipitation on the day of your event (rain, snow, hail, etc.). Additionally, if you are opting to pick-up and return any rented items yourself from our warehouse, please consider the weather and do not attempt to transport any items in an open-air vehicle (pick-up truck, flat trailer, etc.) during any of the inclement weather Conditions listed above. Displaying or transporting any of our items in violation of either of the above stated conditions WILL result in damage to the items. Items damaged in this way will be handled in accordance with the Thompson's Treasures Contract for Lost, Damaged or Stolen Items.

Use of Candles:

In general, the use of open flame and/or wax candles is not permitted with our items. We ask instead that you use electronic, wax-less candles (battery operated) with our candelabras, lanterns, centerpieces etc. Any items returned damaged or with wax residue resulting from the use of open flame and/or wax candles will be handled in accordance with the Thompson's Treasures Contract for Lost, Damaged or Stolen Items.

Use of propane heaters or any flame related item:

Thompson's Treasures will not be held accountable for any injury/burn/death related to the use of heaters, open flame, combustible items, etc. The customer is solely responsible for any outcome/result of use of these items, therefore please use at your own risk and with caution.

Cookie Table Items:

The client is fully responsible for ensuring that all food items (cookies, cakes, cupcakes, etc.) are removed from any and all rented items prior to the arranged pick-up time or return back to the warehouse. Any food items remaining on rented pieces at the time of pick-up or return will be discarded. Trays, and stands will be cleaned personally by Thompson's Treasures after each use, to ensure proper sanitization.

Item Pickup/delivery:

Items rented are available for pickup the morning of the scheduled rental date. Items for delivery will be scheduled for delivery morning of the event date, unless otherwise arranged with Thompson's Treasures. If an item is not booked the day prior to the event, items may be picked up or delivered earlier than scheduled for an additional fee. Customer may contact Thompson's Treasures regarding early pickup or delivery to identify if this can be accommodated. Items are rented for 24 hours/one full day. Items must be returned or ready for pickup after the event or morning after event. Customer is responsible for notifying Thompson's Treasures if unable to return item per contract or within specified timeframe.

Delivery Fee:

If requesting a delivery of items, delivery fee will vary depending on distance from warehouse, and number/weight of items being delivered.

-Standard delivery truck fee: \$60

Additional cost:

1-20 miles: \$40

21-50 miles: \$75

51-100 miles: \$100

>100 miles- to be discussed with Thompson's Treasures

If requesting a delivery that does not require a box truck, fee will be discussed with Thompson's Treasures.

Thompson's Treasures
Wedding & Event Rentals

Contract for Lost, Stolen, or Damaged Items

It is understood that in the rental business, inventory items occasionally get damaged or lost by previous customers and may not be available to fulfill your order. Thompson's Treasures will do its best to fix broken items or replace lost items with another item of similar appearance. However, due to the uniqueness of these items, some items are irreplaceable. In the event a customer's reserved item needs to be replaced with another item, the customer will be contacted and given the choice of 1) a similar item of equal rental value OR 2) a refund of the prepaid amount.

It is also understood that many of the inventory items are vintage/rustic and may have chipping paint, scratches, dents, and other imperfections that were in existence at the time of delivery/pick-up.

The below-named client is fully responsible for all items once the items are in the client's, or the client's third-party designee's, possession. In the event rented items are not returned by the agreed upon date, or should the items be returned in any condition other than the same condition they were received in, you agree to pay Thompson's Treasures the amount incurred for repairs or replacement within five (5) business days of the contracted return date. Failure to do so will result in a small claims suit for the amount due plus attorney and court fees associated with the filing of the claim. For those clients with a credit or debit card on file, charges for damages will be charged automatically to the provided card. The client will always be notified of the amount charged before the charge is made.

Items rented: _____

Pick-up/Delivery date: _____ Return date: _____

Your signature below affirms that you have read and agree to all Thompson's Treasures policies listed above and on the document titled Thompson's Treasures Company Policies.

Agreed upon this _____ day of _____, 20____ by and between

Thompson's Treasures
And

Printed Name

Signature