**A Range of Events Rental Returns Procedures**

Fill out forms in folder.

\*\* Deposit returns submitted by the 1st of the month are processed by the last day of the month.

* Glasses- Peel off “sanitized” sticker if the box is opened/used. Return used glasses upright in the containers they came in.
* Vases- Peel off “sanitized” sticker if the box is opened/used. Must be returned free of wax. It is not recommended to use real pillar candles in the vases. Return vases upright in the containers they came in.
* Linens- Return in provided linen bags (do not seal in garbage bags for example because they can mold very quickly). Return heavy duty bags they came in and hangers as well. Return the size label papers when possible. Any linens with uncleanable stains, burn holes, gum, or wax will be charged back to the customer. Any unused should be kept separate from the dirty ones.
* Plates- Return used in galvanized bins or boxes, or in fabric containers they came in. Plates must be scraped clean of food, when possible, rinse the dishes before returning but not required.
* Flatware & serving utensils- Return used in galvanized bins or boxes, or in containers they came in.
* Chargers- Return used in galvanized bins or boxes, or in fabric containers they came in. Must be clear of food chunks, when possible, rinse/gently wipe before returning but not required. Do not return wet. Chargers with gum on them will be charged back to customer.
* Bathroom Baskets- Return baskets and unused items with your rental returns to help keep costs low.
* FujiFilm Camera Kits- Expected to return camera, any unused batteries, stickies, markers/pens and other non-consumable items. Optional to return film for a refund- unopened packs will be taken back into inventory.
* Galvanized Bins- Return dry. \*\* If you are returning them with dishes/other rentals in them, they do not have to be cleaned.
* Champagne Chillers- Return dry, do not stack and leave together when wet.
* Fabric Napkins- Return in linen bags. Any ties/rings should be removed or labor charge could apply.
* Florals- Floral foam does not need to be returned.
* Food displays- Should be wiped clean of food chunks when possible.
* Chair Covers- Should be returned in linen bag. Any unused covers should be kept separate from the dirty ones.
* Blankets- Sanitized sticker should be removed once used and returned in a linen bag. Be mindful when using around a fire. Any blankets with holes will be charged back to the customer.
* Popcorn Kit- Any unpopped popcorn, unused popcorn bags, and unused popcorn salt are expected to be returned. Put butter dishes in plastic bag inside the tub before returning so everything doesn’t get greasy. If butter is poured directly into the popcorn machine the customer will be charged.
* Hot Beverage Station- Any unused pods or sealed condiments are expected to be returned.
* Chafing Dishes- Any unused Sternos can be returned for a refund.