

Perfectly Paired Vintage Rentals

Vintage Mismatched Collection

FAQS: FREQUENTLY ASKED QUESTIONS

- 1. Is there an order minimum?** Yes, we do request a minimum order of \$100.00. If you are hosting a small event and would like to use our service please call for pricing and to see if your date is available. If our items are not rented for a particular event and you'd like to rent less than \$100 worth please notify me and we can try to secure your rental.
- 2. How many guests can you accommodate?** Currently we can accommodate up to 350 guests. However, we are always adding to the collection so if you need over 350 please call. For glassware, we can supply more than 1000 so, please don't hesitate to ask.
- 3. How far in advance should I place my order?** The honest answer? Before someone else does. It's never too soon to place an order. All of our rentals are on a first-come, first-served basis. Most orders are placed 3-6 months prior to the event. All rental agreements must be signed and paid in full within 45 days of the event. (Large events/ orders must be finalized within 60 days of the event to allow the necessary time to secure all items for the event. However do not be concerned if your event is coming up soon. It's rarely too late to place an order thanks to our large inventory. Depending on the order a "Rush fee" may be applied if the order is placed less than 45 days prior to the event.
- 4. Can I pick up my order instead of having it delivered?** Of course! With the exception of certain items that need professional installation or set up, most of our equipment may be picked up for your use. This is especially convenient for last minute orders and will save you any applicable delivery fees. **All items must** be packed as sent to ensure they can be transported without damage. If items are returned without proper packaging you will incur a **25% fee** for mis-packaging. If you will be allocating this duty to another person after your event it is YOUR responsibility to ensure the person other than yourself is aware of the proper procedures to return rentals. See **Packing instructions page**.

5. **Can I come see your inventory?** Of course! We offer appointment only viewing of our collection. Call for an appointment. We are located in Verdigris, OK just outside of Tulsa Oklahoma.
6. **How long is my rental?** Our rental prices include 1-3 days from pickup to return. Your rentals are available the day prior to your event and are due back the next business day for a one day rental rate. Extended rental rates are available. Certain items are not available for pickup and delivery*
7. **Do I have to wash the dishes and glassware before returning?** All pieces will be thoroughly inspected for chips, cracks, etc , and washed prior to rentals. Our pieces are all hand selected vintage china and require hand washing. You have the option to clean to save you money or return scrapped of food and I'll wash them for you. If you decide to return clean, we ask you to clean with mild soap and water all food debris off **"by hand or soft cloth."** Since they are vintage pieces they are **NOT** allowed in a dishwasher. If you are including clean up services with your rental, we ask that all dishes including glassware and serving pieces be scrapped free of food particles (with hand or soft cloth) and stacked together before pick up. **Glassware** does not require cleaning after the event. Just removal of all fluid/liquids prior to return.
8. **Do you deliver and/or pickup?** ? Yes, for an additional fee we can deliver and pickup. Delivery service includes transport and unloading/loading of items at a ground level location near to where our truck parks. There may be additional charges for transporting our equipment across rough terrain, stairs, or great distances from the truck. Please remember that responsibility for all equipment remains with the customer from the time of delivery until the time of pick up. Please be sure to keep items secured and protected from the elements. Fees for delivery are either 20% of order or \$50.00 minimum up to 50 miles, \$1.00 each mile over 50.
9. **Do you offer setup services?** Of course! You shouldn't have to do it yourself! Set-up and take-down is not included in the rental price of most of our equipment. Set-up and take-down services are available for an additional charge. \$1.00 per place setting with a \$50.00 minimum. \$25.00 for buffet set up services.
10. **Can I make changes to my rental?** Of course! Not only do we allow changes, we expect them. We understand that many of our customers have never been involved in planning a wedding or event. We do not expect you to know exactly what you want from the start. Once you place your order, additions are allowed up to the day

of the event. Deletions, however, are allowed up to 45 days prior to the date of event. Any large additions made within 48 hours may not be available for delivery but you're welcome to pick it up yourself.

11. If I rent an item from you and do not use it am I still responsible for the rental fee?

Yes, you do. When a customer rents an item from us, it removes that item from our inventory, and therefore making it unavailable for us to rent to another customer. For any other questions like this one, please refer to our rental contract.

12. What happens if something gets damaged or broken?

Not a problem, sometimes it happens! We have a set replacement pricing list in our rental agreement for damaged/broken/lost items. We do ask that any item broken, cracked, or fractured that you please keep any and all pieces of each item for identification purposes. All items are hand washed and are found free of any chips, fractures, crazing etc during washing prior to rentals. You will be responsible for any damage. Most items' replacement cost will be 5x the rental cost. For rare items replacement cost is determined by replacement.com pricing. Please see the rental agreement for additional explanation of pricing for damages.

13. How are dishes and glassware transported?

All dishes/glassware have protection and are packed into stackable crates. We ask that each piece is returned as packed with proper protection ensuring no damage during travel. ALL items must be packed with bubble wrap and not touching any other item. All furniture must be covered prior to transportation* Please make sure whomever is unpacking and repacking knows to save any packing material for the purpose of repacking as you are responsible for any item packed to be as it was when it arrived*

14. What other pieces do you have?

We offer a beautiful selection of vintage furniture items, as well as five-piece place settings, silverware, goblets, serving platters and bowls, sugar/creamer sets, silver coffee/tea serving sets, teapots and vintage glass pitchers as well as gold chargers, compotes, candlesticks, vintage books and knick knacks for centerpieces design. You want it, we probably have it, if we don't we'll find it for you.

15. Will you match the price of another company?

We will match the price of any local competitor of vintage rentals with identical products and desired quantities, color and style. If there's concern of pricing please do not hesitate to inquire within. I will do everything I can to accommodate your budget and still achieve the desired look.