

**Contract Terms and Conditions**

• Deliveries and Services made by Event Rescue Services LLC (hereinafter referred to as ERS) are TO THE DOOR

or RIGHT INSIDE THE BACKYARD (50FT. MAX. from truck location). Deliveries DO NOT include setup or tear down, these services can be provided at an additional charge. Additional charges will apply for STAIRS, STEEP EMBANKMENTS, ELEVATOR USE or other HAZARDOUS/DIFFICULT delivery conditions. ERS does have the right to decide if there will be a REFUSAL OF SERVICE for any of the previously listed conditions. ERS uses dollies for delivering equipment, and will NOT be responsible for any floor marks or damages that may occur (if items have to be hand carried in, additional fees will apply). Client is also responsible for making sure that there are NO PETS OUT/ or FECES that are in the path way of delivery location. Client agrees that FAILURE (on the client's part) to disclose such conditions shall result in post charges, which charges renter hereby authorizes. By signing and agreeing to this contract client understands that if contract conditions are found untrue, then ERS will leave and pick up items in location that falls within the Contract Terms that were signed for (unless previously agreed to by both parties).

(Initials \_\_\_\_\_\_\_)

**• Delivery/Pick-up or Service Times:**

- ERS offers delivery/services between 8a-5p Monday thru Friday, and 8a-2p on Saturday (these services must keep a minimum FULL 4-hour window designated by ERS). If a more specific time frame is needed. We offer EXPEDITED services for an additional fee. Any After Hours or Holiday delivery/services will incur an additional fee. ERS will quote the additional rates, once required information is given. Our delivery personnel are instructed to neatly stack all items in a mutually convenient place on delivery. All rental items must be placed back into the containers that they were delivered in, and or chairs stacked the same way and placed in the location in which they were delivered to (unless previously agreed on by both parties). Rates quoted are for ground floor deliveries to your door. Setup and takedown may be available if arranged in advance with ERS at an additional cost. If the client needs to be on site for ERS to access the property, then they need to be there prior to ERS arriving. ERS will only wait a 15 MINUTE period before adding on additional charges to the services.

(Initials \_\_\_\_\_\_\_)

**• ERS Obligations:**

- ERS will not be responsible for the CLEANLINESS OR CONDITION OF THE RENTAL items. ERS will attempt to inspect the rental items while being loaded but WILL NOT be responsible for the company’s condition or items not sent correctly on vendor's’ behalf.

-ERS will NOT be held accountable for damaged, lost, or stolen rental property while in the client’s possession. If rental property is damaged, lost, or stolen, the client will be responsible for contacting The Rental Company first and then ERS immediately.

(Initials \_\_\_\_\_\_\_)

**• Payment/Cancellation Policy:**

-Full payment for the delivery and/or services that ERS will provide is due at the time you place the order. WE ONLY ACCEPT CREDIT CARDS OR CASH. ERS will only accept a CHECK if it is paid 14 WORKING days prior to your delivery date. ERS has the right to refuse a check at our discretion. STOP payment, or RETURNED CHECK fees will incur a minimum $50 service fee.

- ERS has reserved a delivery/service spot for the client. In an effort to avoid lost business that ERS may have turned down due to your scheduled services, ERS has the right to decide if a refund minus a $40 processing fee will be refunded if the order was cancelled 10 WORKING days prior to your delivery and or service.

(Initials \_\_\_\_\_\_\_)

I have read and agree to all the terms and conditions of this agreement.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Invoice #\_\_\_\_\_\_\_\_\_\_\_\_\_

Event Rescue Services, 2716 High Point Dr. Round Rock, TX. 78664 512-694-3760 ERSaustin@gmail.com

Revised 01/2017



**Client Checklist**

\*It is very important that the following items are checked ahead of time, to avoid additional charges please initial the line that applies to you and email this back to ERS.

**Vehicle Clearance:**

Orders are delivered in various sized vehicles. If you have any low trees or entrance points please inform ERS so that on delivery, there will be no delays or extra fees in order to make delivery possible.

• i.e. your order may be delivered in a vehicle that may require 7ft. to 14ft clearance.

• Making us aware of this will enable us to bring the proper vehicle or make other arrangements.

No Problem: \_\_\_\_\_\_ Requires Discussion: \_\_\_\_\_\_

**Inside Deliveries:**

• ERS uses dollies for delivering equipment, and will NOT be responsible for any floor marks or damages that may occur.

•If Items have to be hand carried in, additional fees will apply.

 Requires Discussion: \_\_\_\_\_\_

**Steep Driveways/ Roads:**

Please make us aware if there are steep roads and/ or driveways leading to your delivery location. Once again we deliver in various sized vehicles and problems have occurred when faced with these obstacles. Making us aware of this will enable us to bring the proper vehicle or make other arrangements.

No Problem: \_\_\_\_\_\_ Requires \_\_\_\_ Requires please initial the line that applies to you, if the order was cancelled to de a check at our dDiscussion: \_\_\_\_\_\_

**Gate Codes/ Phone Contact: (please fill out form below)**

• If your delivery location requires access by gate code, PLEASE provide the gate

code ahead of time to avoid wait time fee.

• If in any case problems do arise please provide alternate phone numbers in order to handle the issue in a timely manner.

**On-site Contact(s):**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MAIN Gate Code (Entrance): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDITIONAL Gate Code (Residential): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Special Instructions: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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