



Delivery & Pick Up Policy

Standard Delivery / Pickup – Orders are arranged by our office and delivered a day before event or same day. If special accommodation is needed due to a venue or special request please notify us 1 week prior to event.

- **Deposit** – 25% refundable deposit is required to reserve equipment. The balance is due in full (3) days before delivery if paying by cash or credit card and (7) days before delivery if paying by check.
- **Location / Placement** – Equipment is neatly stacked in one location with easy accessibility and close to delivery truck. The Location must be accessible for our team to move equipment through Gate / Door. A Fee will apply if there are barriers or difficulties for our team to successfully unload rentals. Please let us know if there is any Elevators, dirt, grass, hills or freight elevator that must be used for our team to delivery rentals. An extra fee might apply.
- **No Answer:** If our team arrives at delivery location and wait time exceeds more than 15min with no one on site our team will return to warehouse, and a return trip fee will apply.
- **Food Service Equipment** – All Glassware , China , Silverware must be returned back rinsed, if equipment is returned without rinsing a cleaning fee will be assessed.
- **Linen** – All Linen Rentals must be returned , dry , no candle wax , no gum. If items are returned damaged a replacement fee will be added.
- **Item Malfunction:** if there is a malfunction with the item please contact our office immediately at (714) 293-2883. Please **DO NOT ATTEMPT TO REPAIR OR FIX ITEM**. If you do not notify immediately to our office during or after hours your deposit will be non-refunded.
- **Verifying rentals:** All rentals must be counted by client before signing. By signing you agree that all rentals were delivered successfully, and any missing rentals will be charged accordingly. **CUSTOMER MUST VERIFY AND COUNT BEFORE SIGNING.**
- **Customer responsibility of rental care** –The customer must store and keep items safe from any theft, damaged of weather or pets.
- **Permits** – Permits must be taken care of by customer for any community event, Non-Profit Event Permits through the city, state and local authorities. Yennis Party Rentals can take care of these permits on behalf of client for a fee.
- **Estimated Time of Delivery** –Delivery Notifications will be made and sent out to you 1-2 days prior to event. Delivery are Standard 7am-5pm. Special Delivery times are available for a fee.

Yennis Party Rentals

www.yennisparty.com

(714)293-2883

