



4413 East Highway 30 Suite 10, Grand Island, NE 68801  
 party@customrentalservices.net  
 Office: 308-382-0166  
 Fax: 308-384-1139

**Rental Policy**

**General Terms**

Rental of any type of event equipment is a privilege which our company extends to you. As a responsible customer we appreciate concern and care of our items, along with being cooperative in arrival time according to the estimate. Items being rented are subject to a 3 day rental period, excluding weekends. Any additional time needed that is greater than 7 days is subject to an extended rental fee. Fees vary depending on equipment.

**Charges**

A 30% non-refundable down payment is due upon an order's verbal/ written approval to guarantee equipment on the event date. **Order must be paid in full five (5) business days prior to delivery or customer pickup, unless previous arrangements have been made. Items will not be delivered/ set up if payment is not received in full.**

**Cancellation**

Orders can be cancelled at any time however, the 30% down payment will not be refunded. If the order is paid in full and later cancelled for any reason, 70% of the total minus any order fees will be reimbursed to the customer.

**Delivery**

Delivery, pickup and initial set-up requires a one-time fee included in your estimate. For any items added that require additional delivery following contract signature, additional fees will be applied. If rental equipment is damaged due to weather, Custom Rental Services will charge a mileage and labor fee to and from the site for repair. Customer must be present at time of arrival for rental equipment, if no one is present, delivery will be postponed. **We also request that the set up area not be watered up to three (3) days prior to set up, and the area be marked or flagged if a tent is being assembled.** The delivery and pickup of our equipment will occur at our convenience. Due to circumstances out of our control that may delay drivers (traffic, weather, road work, etc.), delivery times are not guaranteed. We recommend a two hour time frame for in town orders and a four hour time frame for any out of town orders.

**Linen Rentals**

A 30% *refundable* deposit is required for rental of all linens. This deposit will be returned if all linens rented come back free of damages such as non-removable stains, rips and tears, or are missing. The equipment will be examined thoroughly and determined if non-usable. If usable, the customer will receive the full deposit back. If not, the cost of the non-usable linens will be deducted from the deposit.

**Damages**

A 7% non-refundable damage waiver is added to the total amount of rental items (**EXCLUDING LINENS**). This amount covers unintentional damage such as minimal breakage, stains, rips, tearing, or weather damage to the rental equipment up to \$1,000. Damage or loss caused by burglary, theft, conversion, misuse, abuse intentional or negligent damage or destruction, or similar causes remain your responsibility. If the customer wishes to waive the 7% damage waiver fee he/she must provide us with a copy of proof of insurance stating full coverage of rental property. Responsibility for equipment remains with the customer named on the Invoice, from the time of delivery or customer pickup to the time of return. Please be certain the items are secure when not in use and protected from the weather.

**\*\*\*We are not responsible for any property damage above or below ground. Customer is responsible for calling diggers hotline (800-331-5666) or flagging any obstacles in lawn before any event set up. Stakes are drove into the grass/dirt at 3 ½ feet and bolts are drilled into concrete/asphalt at 6 ½ inches. Additional fees apply if drilling is required. The customer assumes all liability in receiving permission to drill or drive stakes into property if the property is not owned by the customer.**

**Publication**

I grant to Custom Rental Services, Inc., and its representatives and employees the right to take photographs of me and my property in connection with their rental equipment and its assigns and transferees to copyright, use and publish the same in print and/or electronically.

**\*\* Signature on rental policy agrees to all terms. \*\***

**PLEASE SIGN AND DATE THEN SEND BACK TO ME – party@customrentalservices.net**

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_