



1505 Vine, Hays, KS 67601 785-625-7391

Reservation Policy for Event Equipment Rental

- 50% of invoice due at reservation of equipment
 - this is to confirm and guarantee the items are reserved for you
- Balance due before departure to event

Cancellation Policy for Event Equipment Rental

- 60 days (or greater) prior to the scheduled event = 100% refund
- Less than 60 days to event = 50% *charge* on *rental* items
- Prior to loading these items will still have 100% refund
 - regularly stocked retail items
 - sub rentals such as linens (provided they have not shipped and no cost to cancel)
 - delivery and mile charges
 - damage waiver
- After loading or customer pickup = No refunds except;
 - resale items (unopened) subject to 20% restocking fee

Reschedule policy for Event Equipment Rental

- Events rescheduled that are 30 days (or more) prior to event date will allow full value transfer to the new date, however, when rescheduled a no refunds policy will apply to the new date
- Events rescheduled with less than 30 days prior to the event date are subject to;
 - 20% additional *charge* of rental items payable when rescheduling
 - any cost incurred returning or canceling subrentals or resale items