

All Occasion Rentals
775-828-4999

Order Reservation / Cancellation Policy

This policy applies to all equipment except for tent/ canopies

MAKING A RESERVATION FOR EQUIPMENT

Rental equipment is reserved only upon receipt of a signed rental contract and a 50% deposit. Special order items, resale items and/ or sub-rented items all require a 100% non-refundable deposit. Final payment is due fourteen (14) days before the date of your equipment delivery (either by customer pick-up or All Occasion Rentals delivery). Inquiries and/or other proposals will not reserve rental equipment. Equipment is subject to availability. Rates for equipment are for time out. Unused equipment will be charged at full price. A valid credit card is required for all reservations.

REDUCTION IN FINAL EQUIPMENT COUNTS

Reduction in item counts can be made up to fourteen (14) days* before your delivery date. Items deducted or reductions in counts less than fourteen (14) days before an equipment delivery will be charged a 25% restocking fee. Any item that is cancelled or reduced less than fourteen day (14) days from your earliest delivery time or that has been delivered to a site will be fully charged.

COUNT INCREASES/'LAST MINUTE' ADDITIONS

Every effort will be made to accommodate requests to add available equipment to an order before a delivery. 'Last Minute' (three (3) days or less notice) additions may be accommodated, but due to loading and delivery schedules, those requests may not be able to be fulfilled with your original order. Additional trips to deliver or pick-up equipment will be charged per trip.

CANCELLATION OF AN ORDER (*Excluding Tents and Tent Accessories*)

Cancellations of an order made fourteen (14) days prior to an equipment delivery date will have their deposit refunded less a 5% or \$10 processing fee (whichever is higher). There is no cancellations upon 15 days prior to event and all money is due in full. No cash refunds will be made for cancelled orders. Allow four (4) to six (6) weeks for any refund.

OVERDUE EQUIPMENT

Equipment that is not returned by a customer or unavailable for All Occasion Rentals pick-up on the specified return time and/or date will be charged at the full daily rental rate for each day past due. Arrangements must be made before the due date to extend a rental period. After one (1) week past due, non-returned equipment will be considered lost and charged at the full replacement cost. Extra trips to pick-up equipment will be charged per trip.