



**RELIABLE RENTALS**  
7331 NEW LAGRANGE ROAD LOUISVILLE, KY 40222  
(502) 426-1000 WWW.RELIABLERENTALL.COM

### Policies

Thank you for choosing Reliable Rentals! We want your rental experience to be as enjoyable and hassle-free as possible. Please take a moment to review the following information about our policies. You are welcome to contact us with any questions or for more information.

### Confirming a Reservation

When you are ready to confirm a reservation, the deposit is due. See below for deposit guidelines. By paying the deposit you are confirming that you understand and agree with our policies. We will not change a quote to a reservation until the deposit is paid. We need a billing address, phone number and email address to add you as a customer in our system. You can come into the office or call the office with a check or a debit/credit card to pay the deposit.

**All deposits are nonrefundable.**

### Deposits

By paying a deposit you are confirming that you understand and agree with our policies. Once you would like to confirm an order with us, a 50% deposit is required on (1) all orders over the amount of \$250.00, and (2) Tents, Stages, Chairs, Dance Floors and Linens that have been ordered in to fill the order. Until a deposit is paid, these items are not considered guaranteed. This means that we will not hold the rental items for your use, and will not arrange for any special request items (such as specialty linens). The order must be finalized and the balance of the reservation is due Two (2) business days prior to the delivery date. The order will not be packed or put on the delivery schedule without payment in full or a credit card on file. All orders cancelled within 14 days of the event will not receive a refund regardless of the amount paid.

**All deposits are nonrefundable.**

### Payment

Payments are due before delivery or at the time items are picked up and must be paid in full. We accept checks and debit/credit cards only. We do not accept cash. If we do not receive payment before delivery, we will postpone delivery until payment is made in full. Reliable Rentals reserves the right to future use of the card provided to cover late fees, shortages and damages.

### Customer's Responsibility

It is the customer's responsibility to review the order up to and including the finalized order confirmed prior to delivery or pick up. It is also the customer's responsibility to verify quantities once delivered. Items loaded and delivered are not refundable. Corrections to quantity or quality issues are at the discretion of Reliable Rentals either by replacement or refund. **Problems must be reported prior to the event, even if that is after hours.** We do have an emergency on call phone (502-974-2293) or you can leave a message on our office voicemail. Items reported after the event will not be subject to correction. Responsibility remains with the renter from the time of drop-off to the time of pick-up. Venues and caterers are the customers' agents and rented items will remain your responsibility. Tent or Event Permits may be required by the local government, it is the customers' responsibility to obtain and pay for the cost to obtain the permits necessary.



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### **Delivery**

A delivery charge will be added to all delivered orders. The charge starts at \$80.00 and goes up based on the delivery zip code. We deliver weekend orders starting as early as Wednesday of each week; orders are delivered based on venue and time constraints. These deliveries are made during normal business hours. If a specific delivery time is needed or if there are any time constraints, we must be notified Five (5) business days in advance. You can request an AM Delivery (9am-12pm) or a PM Delivery (1pm-4pm) and we will do our best to accommodate this request. Delivery and/or pick-up times outside of business hours will require an After-Hours Fee. This fee starts at \$250.00 and goes up based on the number of trucks and labor involved in the delivery or pick-up.

Our delivery fee covers a tailgate delivery which means we will unload it from the truck and place it in one area. Any deliveries requiring carrying items up and down steps or to different locations will be assessed an additional labor charge.

### **Delivery Location**

Deliveries are made **TAILGATE**. Items will be placed in a convenient area. Standard fees include delivery/pick-up to a dock, garage, immediate first floor location, or outside areas within 100' of the parked truck location. Long walking distances, stairs and/or elevators will be billed as a labor charge. Unless otherwise specified on the contract, our delivery crew will leave the items stacked in one area. Our chairs come boxed and will be delivered this way. If you would like us to unbox and rebox the chairs there is a .50¢ charge per chair.

The merchandise rented to you by Reliable Rentals must remain at the delivery location. At no time shall equipment be moved to another location or used by any other party not named on the order. In the event this occurs, a full second rental fee will be incurred as well as any additional expenses incurred to retrieve rentals.

### **Pick Up**

Order are picked up as soon as possible after your event, but are done during normal business hours and as with delivery this process can take multiple days. You can request an AM Pick Up (9am-12pm) or a PM Pick Up (1pm-4pm) and we will do our best to accommodate this request. If a specific delivery time is needed or if there are any time constraints, we must be notified Five (5) business days in advance. If breakdown is not contracted in advance, all chairs, tables, and other rented items need to be stacked in an accessible area as they were dropped off. We will charge \$1 per table and \$1 per chair for breakdown if this is not contracted in advance. We ask that all dishes, silverware, serving platters, etc. be rinsed free of food and placed back into their appropriate containers. China and glassware should be returned in their correct racks; flatware in the tubs provided; and linens in clear plastic bags. All linens need to have any debris shaken out and placed in a clear plastic bag. Please do not place wet linens inside a plastic bag as this



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will cause them to mildew. All decorations from items must be removed. Please do not tack or staple anything onto our items. Anything hung in or from a tent must be approved by Reliable Rentals. All items should be placed in one location for pickup.

### **Will Calls**

We allow some items to be picked up from our warehouse at no additional charge and this includes dishes, linen, tables and chairs. We do have a limit of (20) Chairs and (5) Tables that can be picked up. Any amount over this must be delivered. We ask that Will Calls be picked up and returned Monday – Friday 9am-4pm. This is the only time we will have an employee available to assist with loading and unloading.

### **Minimums & Orders**

We do not have a minimum requirement for deliveries or will calls. We do require amounts on dishes to be in quantities of 10. All charges are for time out, whether used or not. Prices subject to change without notice.

### **Labor**

If you would like us to set up and break down your tables & chairs there is a fee of \$1.00 per table and \$1.00 per chair. The labor cost is included in the price of tents, dance floors and stages.

### **Damage Waiver**

An 8% nonrefundable damage waiver is charged on all rental items. This damage waiver covers rental items that are damaged through normal use. All broken and damaged items, including broken glassware and china, must be returned to Reliable Rentals, for the damage waiver to apply. The damage waiver does not cover loss or negligence.

Examples of items covered on damage waiver:

- Broken glasses
- Chipped plates

Examples of items not covered on damage waiver:

Any item not returned (including crates and racks)

- Molded linen
- Excessive candle wax on linen
- Excessive amounts of breakage (negligence)

The replacement cost of all missing items will be charged to the contracted customer. Reliable Rentals reserves the right to charge these costs to the credit card on file for the event payments. If the missing items are returned to Reliable Rentals within 30 days, the cost will be reimbursed.

### **Customer Property**

Insurance regulations do not allow our drivers to move customer property in order to set-up tents, tables, chairs, or other rental items.



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