CUSTOMER PICKUP AND RETURN

Reserving a Rental for Customer Pickup and Return:

- Quote and Credit Card Form must be signed and returned.
- 25% nonrefundable deposit must be paid at time of reserving a rental OR full balance is due if it is within 30 days of the event.
  - There is an additional 3% fee added when using a credit or debit card.
  - If you prefer to pay with cash or check, please contact us so we can make a note on your account. A credit card form is required to be on file regardless of how you choose to pay.

Vehicle Requirements for Customer Pickup and Return:

- A full size truck or an enclosed trailer is required. The only exception is for linens and Kwik-Covers.
  - Contact us prior to reserving a rental if you have a different vehicle to make sure it is large enough and able to secure/protect the rental equipment.
- Customer is responsible for supplying all tie downs, protective blankets and anything else needed to secure the rental equipment and protect the customer's vehicle.
- Prior to reserving a rental, contact us regarding any questions about dimensions for items.
  - Table legs fold but the table surface does not.
- Hoosier Tent & Party Rental will not be held liable for any accidents or any type of damage done to any vehicle or rental equipment due to the improper loading/unloading or failure to properly protect and secure the rental equipment.

Specific Pickup and Return Times:

Pickup: Friday between 7 – 9 AM
Return: Monday between 7 – 9 AM *(exceptions include holiday and weekend events)*

- We have specific hours to ensure at least one crew stays back to help load and unload.
- If reserved item(s) are not picked up and/or returned during the time indicated then an additional rental fee will be charged.
  - **Prior** to reserving a rental, contact us if you need a different date or time for pickup and/or return. Our team will do our best to accommodate your request.

Arriving for Customer Pickup and Return:

- You do NOT need to come into the office.
- Back up to the side door of the building where it is labeled Customer Pickup and Return.
- Please ring the bell so a crew member knows you have arrived.
- You will then need to sign a document and a crew member will be happy to help you load and/or unload the reserved item(s).
  - All reserved item(s) are cleaned and inspected prior to pick up. It is your responsibility to speak with a member of the Hoosier Tent & Party Rental team if you are not satisfied with the condition of the item(s). Once the item(s) are in your vehicle then you are responsible for the item(s) during the entire rental duration.
  - We advise you to count the items to ensure the correct quantity is picked up and returned.
  - Please see the Rental Agreement for further information regarding your rental responsibilities and the rental terms you agree to when signing a quote.