

Damage Waiver

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What is it?

We understand that accidents do happen. With that in mind, we offer a Damage Waiver, which covers breakage or damage to our equipment while it is in your care. If you choose to accept the Damage Waiver, we will add to your order a non-refundable 10% service charge. If you decline, we will charge full retail replacement costs for any items broken or damaged. Tents and all tent accessories are not covered by the damage waiver nor factored into the charge.

Our Damage Waiver does not cover missing or lost items, or improper use, neglect, or vandalism of equipment.

If you have accepted our Damage Waiver and any items are broken or damaged while in your care, please be sure to include those items with the return of your order. If for some reason, you are unable to return the damaged or broken items, please notify the office prior to your return. If such items are not returned and we are not notified in advance, we will consider them missing or lost and apply full retail replacement costs to your order.

What is covered?

- Breakage - items that are broken while on rent to you are covered as long as the broken items are returned. This covers dishes and glassware along with other party rental items.
- Linens - Food and drink stains are covered with the return of the linens.
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Example of covered incidents:

- Broken glass or plate
- A white linen with a red wine stain
- A chipped plate and bent fork

What is not covered?

- Missing items
- Abuse
- Items left out in the rain or other water damage
- Neglect to take reasonable precautions to protect property
- Mysterious disappearance, or theft
- Wax on linens, burn holes, tears, ink stains, or excessive soiling of linen that does not constitute normal use.

Example of non-covered incidents:

- A chair that falls out of your vehicle
- Any missing or lost items
- Candle wax dripped onto a linen