



Rental Policies

Delivery Pricing:

Pricing for delivery is a standard rate based on the zip code that we will be delivering to and picking up from. Standard delivery fees will guarantee arrival sometime during our business hours (M-F 8am-5pm, Saturdays 8am-noon). If the schedule allows, a complimentary 4-hour arrival window (during business hours) may be granted.

If a smaller arrival window is required, there are additional fees.

- Arrival window of 2-3 hours: \$100.
- Arrival window of exact time-1 hour window: \$150.

Deliveries and pick-ups can be made after hours when we are closed for an additional charge. The pricing for these are determined on an individual basis—please call our store to get a quote for an after-hours delivery or pick-up.

E.P.P.--Damage Waiver:

The equipment protection plan covers accidental damage that may occur during the rental. It does not act as insurance. It does not cover negligence, theft, or loss. Missing items are not covered under the E.P.P. It is 12% of the rental price and is non-refundable. It applies to all items except tents. It will generate automatically on all contracts, but is completely optional. You must tell us if you would like to opt out of the E.P.P.—in which case you must initial and sign off that you are declining the damage waiver. If a customer declines the damage waiver, they are responsible for paying the replacement cost on any damaged items that would have normally been covered under the E.P.P.

Delivery/Pick Up:

Set up and break down of tables and chairs is not included in the rental pricing. If you would like set up and/or break down of tables and chairs to be performed by Bryant's, please specify when making your reservation. Otherwise, tables and chairs will be left stacked on delivery and expected to return to the same stacks when our delivery crew comes back to pick up. If tables and chairs are not stacked upon pick up, labor fees will apply.

Standard delivery charges include delivery/pick up to an immediate first floor location or outside area within 100' of the parked truck. Labor fees may apply if your delivery/pick up requires additional assistance for taking items upstairs, longer distances from the truck, or other obstacles.

Dinnerware and flatware are expected to be scraped and rinsed free of any food debris. Please return these back to their designated crates or bus boxes for return or Bryant's pick up.



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Delivery/Pick Up (continued):

Linens should be returned or left in the bright green laundry bags that are given with the linen rental. Please be mindful that leaving wet linens in laundry bags for too long can lead to mold/mildew and ruin the linens. This type of damage to linens would be considered negligence and the client would be responsible for replacing the damaged linens.

Many of our rental items are sent out in plastic totes, cardboard boxes, crates, bus boxes, etc. We expect rentals to be returned in these containers. Charges may apply for any containers that are not returned back with the rental.

Cancellation Policy:

Our cancellation policy for all items (EXCEPT TENTS) is a 14-day notice in order to receive a full refund. If a reservation is cancelled within 14 days of the event date, 50% of the rental total is forfeited. If items are removed from a rental order within 14 days of the event date, a 50% restocking fee will be applied to any items that were removed.

Our cancellation policy for tents is 30 days. If a tent is removed from a reservation or a tent reservation is cancelled within 30 days of the event date, 50% of the tent cost is forfeited.

Cleaning Fee:

Dinnerware and catering items are expected to be returned scraped and rinsed free of any food debris. Any items that are not returned clean and free of any food debris will incur a cleaning charge. This fee is 50% of the rental cost for whatever items were returned dirty.