

PARTY SUPPLIERS
&
RENTALS

Policies & F.A.Q's

HOURS OF OPERATIONS/APPOINTMENTS

WHAT ARE YOUR HOURS OF OPERATION?

Our office/showroom is open Monday - Friday 9am - 5pm. Saturdays and Sundays the showroom is closed.

DO YOU REQUIRE APPOINTMENTS TO VISIT THE SHOWROOM?

YES! In order to best serve you, we do require that all clients schedule an appointment in advance to visit the showroom and view the items in person; this way we can ensure that our team is available to meet your needs and can offer you the dedicated attention you deserve.

Appointments are held Monday through Friday between 10am and 3pm, asking that groups remain at 6 guests or less. We provide appointments on the hour, every hour to provide sufficient time to view the rentals, ask questions and secure a quote and/or reservation. We ask that guests be mindful of the time restraint as we try not to overlap appointments.

WHAT SHOULD I EXPECT DURING AN APPOINTMENT?

Our rental coordinators are not wedding designers/decorators/planners/coordinators, and will not assist with tablescapes design nor pull/set up items based on inspirations photos. Our rental coordinators are available to answer any rental logistical/pricing questions, generate a quote/contract and serve as a liaison between your planner/coordinator/venue about delivery/pick up/set up/breakdown. We encourage clients to come in with their planners/decorators for a design-styling experience, or at the very least come prepared with a list of items needed along with their quantities.

****Please note that if you do not opt to schedule an appointment in advance and choose to walk in, you may be asked to browse on your own, and may need to wait longer than usual for assistance, but we will make every effort to attend to you as well.****

OBTAINING A QUOTE & STARTING A RESERVATION

WHEN SHOULD I RESERVE MY EVENT RENTALS?

It is never too early to start a reservation, but you can always reserve too late. Items that you like may be available to rent now, but that could change at any moment, with clients booking after you. It is best to place your order early in the event planning process, that way you can get an idea of costs, which will in turn assist you with staying within your budget and locking in the items you would like for your special day. It is best to overestimate (within reason) to start, and as your event date nears, we can always adjust quantities closer to the final guest count.

HOW DO I GO ABOUT REQUESTING A QUOTE?

You may request a quote directly through our website! You will see a “[QUOTE REQUEST](#)” link on our home page (top right corner of the screen). This feature allows you to “shop” through our online catalog, add everything to a cart, and once you “check out”, you will be guided through a form to fill out with your personal information and event details. Once your quote request is submitted, it will email to our database, where our rental coordinators can download the request, input any fees (labor, delivery, etc.) and email you back a formalized quote with a complete price breakdown, within 2-3 business days. From there, you will be provided further instructions on how to go about confirming your quote into a confirmed reservation. Quotes are valid for 7 days from the date provided. Quotes do not reserve rentals or guarantee a delivery date/time. In addition, all items are subject to availability when you confirm your order.

HOW DO I PLACE A RENTAL RESERVATION?

Please call the office and speak with a rental coordinator. All rental equipment is inventory based and is on a first come first serve basis.

Upon placing your order, you will be asked for the following information:

- Name
- Billing Address

- Phone Number
 - E-Mail Address
 - Delivery Address/Venue
 - Event Start Time
 - Name of Caterer
 - Name/Phone Number/E-Mail Address of Day of Coordinator
 - Delivery Time
 - Pick Up Time
-

CLOSE OUT DATES/WEEKENDS

We do our best to accommodate all delivery requests, however during our peak busy seasons (April - June and September - November), or when there are many large events going on, we do have to close out certain dates for new deliveries or pickups. While we often will still have the inventory available, we may not have the crew and labor available to deliver/pick up.

Additionally, once we have a closed out date, we may not be able to add major items (i.e. tents/large stages/dance floors, etc.) to existing reservations, but each request is considered on a case by case scenario dependent on our overall scope of orders for that date/weekend.

RENTAL PRICING AND FEES

DO YOU HAVE A CATALOG OR PRICE LIST AVAILABLE TO VIEW?

While we do not have a printed catalog or price list, all of our inventory along with photos of the exact items and current pricing can be found directly on our [website](#).

We reserve the right to change our product's prices at any time without notice.

HOW DO I PLACE A RENTAL RESERVATION?

Prices are quoted for a one-day, single rental and does not include delivery, tax, set up and/or break-down charges. We typically allow a 72- hour period to accommodate delivery and pick up/will call. Items rented for a weekend event would typically be delivered on a Thursday/Friday and picked up on Monday (this is considered a one day rental), or depending upon the venue's specifications. Should you require a longer rental period, please contact us for an extended rate quote.

WHAT ARE YOUR FEES FOR DELIVERY/PICK UP/LABOR/ETC.?

DELIVERY FEE: This covers transportation/travel expenses associated with deliveries/pick ups within the Wilmington area. This fee covers expenses related to truck maintenance, upkeep, fuel, licensing, insurance, parking fees, etc. This is either a flat rate fee or mileage based fee.

LABOR FEE: This covers the loading/unloading of trucks at warehouse and onsite for the event. This fee ranges from 10% - 25% based on the size/labor intensity of the job requirements. This is a “to the door” service, our crew does not travel up/down stairs.

CHAIR/TABLE SET UP/BREAKDOWN FEES:

\$1.00/Chair

\$2.00/Table

\$1.75/Bench

Set up and breakdown for all installed equipment (tents, staging, dance floor, etc.) is included in their cost.

Party Suppliers and Rentals is not responsible for placing linens, China, glassware, or flatware on tables.

SECOND DELIVERY FEE: This covers transportation/travel expenses associated with a second delivery made after the initial delivery within the Wilmington area.

ADDITIONAL LABOR FEE: This fee covers the cost of crew for additional time spent on site outside of allotted time. This fee is an additional fee assessed on delivery/pick up due to: the order requiring more complex delivery/pick up arrangements, forgotten items, wait time, unprepared site, etc. - circumstances NOT previously discussed with a PSR rental coordinator.

REPLACEMENT/INCIDENTAL FEES: A replacement fee per item that is missing, broken, or damaged, which will be charged to the credit card on file. If you are able to locate and return the items to Party Suppliers and Rentals, we are happy to offer a credit for those returned items.

CREDIT CARD PROCESSING FEE: All credit card payments will incur a 3% processing fee.

RETURNED/BOUNCED CHECK FEE: All checks that are returned/bounce will incur a \$25 processing fee.

DELIVERY-PICK UP/WILL CALL SERVICE

DO YOU OFFER DELIVERY AND PICK UP SERVICES?

For your convenience we offer a to the door delivery and pick up service at an additional fee. This fee covers transportation/travel expenses associated with deliveries/pick ups within the Wilmington area. This fee covers expenses related to truck maintenance, upkeep, fuel, licensing, insurance, parking fees, etc. This is either a flat rate fee or mileage based fee.

CAN I PICK UP RENTALS?

For smaller and last minute orders we offer our will call service at our warehouse location: 4013 Oleander Drive, Wilmington, NC 28403. Our friendly staff will assist you to load/unload your vehicle with your rental items. This service is available Monday – Friday, 9am – 5pm. We are closed on Saturdays, Sundays and all major holidays. Please make sure to bring a vehicle large enough to accommodate the rental items. No items can ever be left outside without being checked in by our staff. If you arrive after hours you must come back the next business day. All items are due back by 5:00pm on the assigned return date. The Will Call process typically takes about 20 minutes (dependent upon size of the order), so please allow sufficient time. Remember to stop in the showroom first to receive correct paperwork and to pay, then you will proceed to the warehouse. All orders to be picked up should be placed at least 24 hours in advance; however we will always try to accommodate your request if at all possible.

Item restrictions apply

SIZING ASSISTANCE & RENTAL SOURCES

WHAT SIZE TENT/STAGE/LINENS DO I NEED?

We are happy to provide helpful guides on our website that can help you plan and organize your events and make it a huge success!

If you need assistance with tent/stage/dancefloor/table/linen sizing, please visit our [“RESOURCES”](#) tab on our website for more information.

PAYMENT(S)

DO YOU REQUIRE A DEPOSIT TO HOLD THE DATE/RESERVATION?

We do not require a deposit in order to hold your reservation (UNLESS you are reserving a tent - See policies under "TENTS"). To hold your reservation, we require a credit card number to be on file, which will be charged the day prior to delivery.

WHAT FORMS OF PAYMENT DO YOU ACCEPT?

We accept all major credit cards (American Express, Discover, Mastercard, Visa), cash, personal/bank/corporate checks. A 3% convenience fee is added to all contracts paying via credit/debit.

WHEN IS THE FINAL PAYMENT DUE?

If paying the final payment by cash or check, we must have that in hand 48 hours prior to the delivery date. If paying the final payment by credit card, the card on file will be run the day prior (or 2 days prior if event on a Sunday) to delivery. Payment is due in full prior to delivery, NO exceptions.

DO YOU CHARGE A FEE FOR INCIDENTALS/DAMAGES?

Yes. A replacement fee per item that is missing, broken, or damaged, which will be charged to the credit card on file. This fee is assessed upon event completion and our counts and inspection conclusions are final.

INSPECTION/ACCEPTANCE/DAMAGES

DO I NEED TO BE HOME FOR THE DELIVERY/PICK UP?

While in some cases, it may not be required for you to be present at the time of delivery/pick up, it is your responsibility to verify the receipt and acceptability of all rental items provided and the immediate notification of PSR at: 910-791-0024 of any defective rental item(s), missing rental item(s), or quantity discrepancies, otherwise, the counts will be considered accurate. All rental items shall be your sole responsibility during your possession from the time of delivery to the time of pick up, and

therefore you are responsible for any damages, missing or stolen items. Additional fees will apply for multiple trips.

DO YOU CHARGE A FEE IF SOMETHING BREAKS OR IS DAMAGED WHILE IN MY POSSESSION?

A replacement fee per item that is missing, broken, or damaged, which will be charged to the credit card on file. If you are able to locate and return the items to Party Suppliers and Rentals, we are happy to offer a credit for those returned items.

****CANDLE WAX ON LINENS****: PSR does not recommend the usage of candles. Candle wax will damage linens permanently. All linen orders are counted and inspected by PSR upon return and resulting counts and inspection conclusions are final. Damages will be charged if the linens are lost or irreparable (burns, tears, permanent marker, mildew, ink, wax stains, human waste or vomit, etc. – we do not consider food/wine stains as damage). Never place linens in plastic bags as it will cause mildew and rot. This charge will be in addition to the rental charge. PSR reserves the right to charge these costs to the credit card on file for the replacement payments.

CHANGES/CANCELLATIONS/RESCHEDULING/REFUNDS

CAN I MAKE CHANGES TO MY RESERVATION?

Yes, you can make changes up to 48 hours prior to the delivery/will call date. If the reservation has special order items (i.e. tablecloths that are not in house and had to be ordered in special) listed on the contract, these items can not be reduced or canceled after the subrental order has been placed. Once a delivery has been loaded onto a delivery truck (trucks are loaded 24 hours prior), the client will be charged in full, NO exceptions.

WHAT IS YOUR CANCELLATION POLICY?

Any cancellation will need to be made 48 hours prior to your scheduled delivery/will call date. Once a delivery has been loaded onto a delivery truck (trucks are loaded 24 hours prior), the client will be charged in full, NO exceptions.

Pandemics, inclement weather, and/or other unforeseen issues will not alter the terms of the cancellation policy. If, however, a mandatory shutdown or evacuation is ordered for the area, a refund or credit will be offered to you.

WHAT IS YOUR RESCHEDULING POLICY?

We will allow orders to be rescheduled within 18 months of the original reservation date. Extensions beyond 18 months of the original event date will require written approval by us.

WHAT IS YOUR REFUND POLICY?

We do not issue any refunds for unused products. Once rentals leave our warehouse, they are considered used. Failure to notify Party Suppliers and Rentals of any equipment malfunctions, missing/damaged items, or dirty rentals (i.e. chairs) upon receipt of acceptance, will result in NO price adjustments/refunds. We pride ourselves on quality rentals and great customer service, and we would appreciate the opportunity to make right of any discrepancies in advance to the event.

TENTS

DO I NEED TO PAY A DEPOSIT ON A TENT?

Yes! We require a 50% NON-REFUNDABLE deposit in order to hold a tent, which is due upon booking.

WHAT TYPE OF TENT DO I NEED?

This will best be determined by what type of ground it will be installed on. All tents require an anchoring system. Some require being staked into the ground while others are OK with concrete weights. Your event professional can help you to determine all your options.

WILL A REPRESENTATIVE FROM PARTYSUPPLIERS COME OUT TO DO A SITE INSPECTION AND WHAT IS THE COST?

If you are concerned about the property area, Party Suppliers and Rentals offers a complimentary site visit (within a 25 mile radius of Wilmington) at your event location to assist in planning an event where

tenting, staging, and dance floor will be needed. Our friendly and knowledgeable staff will meet you to review your event needs/requirements and recommend to you the best size/style tent. This will also allow our crew to become familiar with the area and terrain and to make note of the proper equipment and materials needed at the job site. We offer a variety of tenting options for any event.

DOES PARTY SUPPLIERS AND RENTALS PROVIDE FLOORING/FANS/AIR CONDITIONERS/GENERATORS FOR TENTS?

We do not. However, we are happy to provide vendor recommendations if needed.

ARE LIGHTS/DRAPING/LINERS/SIDEWALLS/HEAT INCLUDED WITH THE TENT?

No. All tent accessories are a separate/added cost.

STAKING IS NOT PERMITTED AT MY VENUE, DO YOU OFFER OTHER MEANS OF SECURING THE TENT?

For event sites that do not permit staking directly in to the ground, we offer concrete blocks at an additional cost to secure the tent.

DO YOU PROVIDE LIGHTING FOR THE TENT?

We can provide basic globe lighting. If you are looking for Edison lights/twinkle lights/chandeliers, etc our rental coordinators are happy to provide lighting company referrals for all of your lighting needs.

DO I NEED A TENT PERMIT FOR MY EVENT?

Zoning and fire permits may be required by the State of North Carolina or by local municipalities for tents. For certain tent installations (New Hanover County ONLY) PSR will file for the applicable permits and will supply the necessary rental equipment required by law (at a charge) (i.e. fire extinguishers, exit signage, etc.). If the Client neglects getting a required permit, the responsibility for any penalties will be assumed by the Client, PSR will not be held responsible. The client is responsible for securing the appropriate permits outside of New Hanover County.

TABLETOP CLEANING/PREPARATION

All items come to you cleaned, sterilized, and ready to use.

Please note that racks, containers, and crates that we deliver with the equipment are also considered PSR rental equipment. Replacement charges will be enforced if these items are not returned.

DO I NEED TO CLEAN THE RENTALS BEFORE THEY ARE RETURNED?

For sanitary reasons - china, glassware, flatware, and cooking equipment should all be rinsed, free of food, and placed back in their supplied container immediately after use. Trash cans must be emptied prior to pick up. Linens should be shaken, free of food, and dry to prevent staining and mildew..

AFTER HOURS EMERGENCIES

If you have a true rental emergency (**i.e. your event is happening RIGHT NOW**) after business hours, please call or text one of the following emergency numbers:

910.617.3662

910.617.5005

910.520.9593

For non-emergency issues, please leave a voicemail at 910.791.0024 and we will get back to you the next business day.

****Any new orders or additions to orders placed after hours will incur additional fees.****

PLEASE NOTE that rental coordinators **DO NOT** regularly check their email, Instagram or Facebook Messages after business hours.