



POLISHED!

CLIENT RENTAL CONTRACT Terms & Conditions

Client's Name: _____

Client's Address: (Street) _____

(City/State/Zip) _____

Contact Phone(s): _____

Contact Email(s): _____

Event Date(s)/Location(s): _____

Caterer: _____ Coordinator: _____

Thank you for the opportunity to provide rentals for your upcoming event(s)!

Polished hereby agrees to lease to the Client the rental items described on subsequent Rental Confirmation/Rental Order in accordance with the following agreement:

Normal Use / Damage Waiver / Negligence

The Client shall use the rental items with care, and for their normal and intended purpose only. They shall return the rental items in the same condition and good repair as they were received.

The Client assumes all responsibility for the rental items, whether being used by their person, or other individuals under their direction (such as, but not limited to, a caterer/catering company, event coordinator, venue coordinator, etc.), which they deem responsible.

A non-refundable 8% Damage Waiver will be added to all rental orders for security against normal wear-and-tear damages of the rental items. The client understands that the Damage Waiver is not insurance.

The Client will be held responsible for any negligence resulting in the damage, destruction, or loss of any rental item, to include full monetary reimbursement to replace the item(s) in such an instance. Should damages, destruction, or loss of rental inventory on the Client's order exceed the amount of the 8% Damage Waiver, the Client will be responsible for all amount in excess of such Damage Waiver, to be billed at the full retail value of replacement of such items.

Special Items

Due to the unique nature of Polished's inventory, several of our inventory items available for rent are deemed *Special Items*, as they are one-of-a-kind and/or not easily replaced. These items are not covered under the 8% Damage Waiver. Any *Special Item* (as notated on the Rental Quote/Rental Confirmation) that is damaged beyond repair and/or lost will be billed to the client at the full retail replacement value of the item.

Delivery / Pick-Up

Delivery service is available for most orders within the Charleston, SC and surrounding areas (within 25 miles of the city center, including Kiawah). Delivery fees are charged per truck, and geographic location. Additional delivery charges may occur if rental orders require more than one delivery and/or truck.

Polished requires a minimum order total of \$350 (prior to Tax, Damage Waiver, Delivery Fee, or Labor Fees, etc.) for delivery in the Charleston, SC and surrounding areas.

Delivery service for orders in the Charleston, SC and surrounding areas that do not meet the minimum of \$350 (prior to Tax, Damage Waiver, Delivery Fee, or Labor Fees, etc.) will be assessed an additional delivery fee, and agreed to on a case-by-case basis, at the sole discretion of Polished.

Delivery service for orders that are outside of the Charleston, SC and surrounding areas are subject to the sole discretion of Polished on a case-by-case basis, and will be accommodated per availability of staffing and inventory. The Client will be charged a minimum delivery fee of \$150, as well as \$0.70 per mile traveled, and any incurred lodging fees as deemed necessary by Polished.

The Client may elect to Pick-Up the contracted rental items from the Polished Warehouse at no additional delivery fee. Pick-Up and return dates should be agreed to (10) days prior to the contracted date. Failure to return items on the prior agreed-upon date will result in additional fees, billed per day, for every day past the contracted return date.

Refunds / Cancellations

No credit or refund will be given for items once delivered.

Any cancellations should be made at least (10) days prior to the contracted Rental Order date. No credit or refund will be given for orders canceled less than (10) days prior to the contracted Rental Order date.

If Polished is unable to provide rentals as agreed to under this Rental Contract and as denoted on the agreed upon Rental Confirmation for reasons outside of its control, including but not limited to Client breach of this Rental Contract, termination of the Rental Order by the Client, acts of God or otherwise, the Client will not be entitled to any refund of any prior payments already made; however, best efforts will be made to reschedule.

Polished can only guarantee the availability of rental items for the date(s) contracted on the Rental Confirmation. In the incident of a re-scheduled event, Polished reserves the right to assess each incident on an event-by-event basis, and may elect, at its sole discretion, to honor the original Rental Order, assuming availability of the rental items, and permitting scheduling and staffing needs. Should Polished not be able to accommodate the re-scheduled date, the Client will not be entitled to any refund of any prior payments already made.

Booking Procedures / Retainers / Payments

Clients should plan to fill-out, sign and return the Rental Contract within (2) weeks of receiving their formal Rental Quote from Polished, along with a retainer amount, as described below. Once this Rental Contract and the retainer have been received by Polished, the order is considered officially booked.

- A non-refundable 50% retainer will be due upon booking for any rental orders that are initially quoted and total *under* \$1,000.
- A non-refundable \$500 retainer will be due upon booking for any rental orders that are initially quoted and total *over* \$1,000.

Edits can be made after the order is booked, up until (10) days prior to the event date.

The Client shall notify Polished of their final guest count (when applicable to the rentals) and/or any changes to be made to the rental order (10) business days prior to the event date. Any changes made less than (10) business days prior to the event date that *increase* the quantity of items on the Rental Order are not guaranteed, however, best efforts will be made to accommodate such increases. There is no penalty for a decrease in the quantity of items on

the Rental Order, however, no refund will be given for any portion of the retainer previously obtained during booking.

Polished requires that payment be received *in full* prior to the contracted rental date. (Final payment should not be made until the Client has confirmed their final guest count, when applicable to the rentals, and adjustments have been made accordingly, (10) days prior to the contracted rental date, or as agreed upon by the Client and Polished).

Required Credit Card / Authorization

We *require* a credit card to be kept on file (regardless of method of payment) for the purpose of any changes in the Rental Contract post final payment; loss or damages assessed post-event; replacement of *Special Items*; any other incidentals; etc.

Credit Card Type (circle): Visa / MasterCard / Discover / AMEX

Name on Card (exactly as it appears): _____

Billing Address (street): _____ Zip Code: _____

Credit Card Number: _____

Expiration Date: _____ Security Code: _____

Cardholder Signature: _____

All credit card transactions will be processed with an additional 3% processing fee, based on the gross amount of the order total (including all taxes, damage waiver, and delivery/labor fees).

Payment Methods

We accept: Cash, Check, Money Order, and all major credit cards (with a 3% processing fee).

Please check the box(es) that apply to your payment preferences:

- I prefer to pay with cash, check or money order. Please keep my card on file for incidentals only.
- I would like to pay my retainer amount with the credit card listed above.
- I would like to pay my final balance with the credit card listed above.

I have read and agree to the above terms and conditions and acknowledge receipt of this Rental Contract.

Client Printed Name: _____

Client Signature: _____

Today's Date: _____

Polished Representative: Kristen Gaskins

Polished Signature: *Kristen A Gaskins*

All information will remain confidential. Please mail, email, or fax completed form and retainer (if applicable) to:

POLISHED
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