

# Frequently Asked Questions

## What are your store hours?

Check out the link to our website for our current hours

<https://www.cantonchairrental.com/Directions.aspx>

## When should I make my reservation?

Early planning ensures product availability. As soon as you have decided on a date for your event, and the approximate number of guests, it's never too soon to reserve items. Remember, equipment availability is on a first come, first serve basis.

## How do I hold the items I am reserving?

In order to hold reserved items on a particular date, we require a deposit of half of the total amount due.

## How and when do I pay?

Half of your total order is due when the reservation is placed, and the balance is due before the items are released to the customer. To increase efficiency on deliveries, we require all orders be paid in full before the scheduled delivery day. We accept Visa, MasterCard, American Express, and Discover. Local personal checks are accepted with a valid driver's license. \* There is a \$30.00 service fee for NSF checks. Keep in mind if you have made your payment by check, and a refund is due to you for any reason, we will mail you a refund check 10 business days from the date the check was deposited.\* Businesses can set up charge accounts upon credit approval.

## Is there a minimum amount I can order?

At Canton Chair Rental, you can rent as many items as you need. If you only need five chairs or a dozen napkins, that is not problem. We do, however, require a minimum \$100.00 order if you would like your rentals delivered/picked up in the local area. A delivery fee based on the zip code of delivery would also apply. Outside the local area, the minimum required may vary.

## How does the pricing work?

Most prices quoted are for a one-day event. Weekend events are considered one day. If you wish to use rental items for a longer period of time, we have weekly rates (double the daily rate), and monthly rates (double the weekly rate). Our audio/visual equipment and concession machines have a different rate schedule. They are based on 24-hour periods. You are charged for each day the equipment is out, up to four days. After a four-day charge, you can keep it for seven days at the same price. After 7 days (which is a 4-day charge), you are charged for each additional day it is out.

## **What if I would need to cancel or change a part, or all, of my order?**

Orders are usually prepared and pulled several days before the rental time. You may always increase an order, if the items are available. However, decreasing or canceling your order within a week of your event, may be subject to a 15% restocking charge. There are some items that we can be less flexible with, due to smaller inventory and/or higher demands. On those items we will be unable to refund your deposit at any time, if we have lost rentals. Keep in mind when booking a tent with Canton Chair Rental, you will not get your deposit back, due to their high demand.

\*Keep in mind if you have made your payment by check, and a refund is due to you for any reason, we will mail you a refund check 10 business days from the date the check was deposited.\* Remember, making changes on orders being delivered, may result in a delayed delivery.

## **Is there a charge for delivery/pickup?**

Delivery/pickup is available for those who meet our minimum order of \$100.00. Delivery in the Canton, Jackson Twp., Massillon, Perry Twp. and North Canton area is \$72.00. This charge includes both delivery and pickup. Ask our representatives about minimum order requirements and delivery/pickup charges outside these areas. Orders with equipment being installed by Canton Chair Rental will still have a delivery/pickup charge.

## **When will my order be delivered and picked up?**

For your convenience we will gladly deliver your order the day before your event (as long as the items are available) at no additional charge to you. Deliveries are usually made between 8am and 5pm. However, during our busy season, we start deliveries before 8am and continue until all scheduled deliveries are completed. We will make every attempt to notify you if your delivery will be running late. If you need to have a specific delivery time, please notify our staff in advance. Extra charges may apply. We will pick up your order the day after your event, weather permitting, unless it is Sunday or a Holiday, in which case it will be picked up on the following day. Occasionally, arrangements may be made (at no additional charge to you) to pick up items on a later day than the scheduled pickup date.

## **What if I'm not home when the truck delivers or picks up?**

If you know you will not be home, please call our office with instructions as to where the equipment is to be left on delivery, or where we can locate it for pick up. If you are not home and we have no instructions, it will cause a delay and an extra cost to you for rescheduling a truck. Remember, you are responsible for items the entire time they are in your possession, or on your property. We always prefer that someone is on site when a tent is being installed in order to instruct us to the proper location and to show us any underground utility concerns. If you cannot be there, marking the corners of the area clearly is necessary. Please notify our office of these arrangements so our delivery men will know to look for your marks. In some cases, the location may need to be shifted for proper installation.

## **What type of service can I expect when the truck arrives?**

Standard delivery/pickup charges are for tailgate drop off. If the delivery/ pickup is to be made to a specific floor or area, an additional labor charge will be incurred. Please call for pricing. Please make these arrangements prior to the scheduled delivery and pickup. It may be a problem if this is a decision made on site, because our delivery staff may not have adequate time to do this, due to additional deliveries they must make. You will also be asked to sign a form regarding liability if damage would occur while carrying the items inside your building. Our personnel are instructed to neatly stack all items in a mutually convenient place. Special containers are provided for china, glassware, etc., to ensure that you receive your items sanitized, undamaged, and table ready. Please make any special arrangements with our party consultants before delivery/pickup is made.

## **Will my rental equipment be set up and taken down?**

Set up and take down services are available at an additional charge. Please call for pricing. These arrangements need to be made prior to the scheduled delivery and pickup. It may be a problem if this is a decision made on site, because our delivery staff may not have adequate time to do this, due to additional deliveries they must make. There are some items rented by Canton Chair Rental which include set up and tear down, such as bleachers, dance floors, pipe and drape, stages, larger tents\*, etc. Please refer to the listings in the price book for more specific information.

## **What do I need to know about tent installations on my property?**

There are many issues to cover when you rent a tent from us. Most of our tents are secured by driving stakes (as deep as 42") into the ground. Therefore, it is required to have all underground utilities, sprinkler systems, electrical light wires, wells, septic systems, trees/vegetation, etc., marked before a tent is installed to avoid damage, and/or injury to our workers. Failure to have this marked will result in a delayed set up, and extra charges may be incurred. We will be happy to assist with this process. It is also important to check for low hanging tree branches that may need to be trimmed, or overhead wires that may interfere with the tent structure. Please call our office for further information on all our tents and special services we offer.

## **What should I do if my delivery is short?**

It is the customer's responsibility to count all of the items upon receipt. If you are short, you must inform our driver immediately. We will either adjust your bill at that time, or we will redeliver what you need as soon as possible. If you ask us to deliver items when you are not home, you are then accepting our counts. We will be unable to adjust your bill after the items are returned due to a shortage.

## **Can I pick my order up at the store location?**

You may pick up any size order provided you have an adequate size vehicle for the items you will be picking up. Keep in mind that certain equipment must be protected from the weather. There are also a few select items that are “delivery only” items. We will assist in loading your vehicle. However, you will be responsible for securing the load. Canton Chair Rental is not responsible for damage to your vehicle and/or property or damages caused by improper loading. If you decide at the time you are picking items up, that you would like the items to be delivered, a delivery charge will be added, and the delivery will be after regularly scheduled deliveries are made. Extra charges may also be incurred if deliveries are made after business hours.

## **How do I get a hold of you after hours if I need immediate emergency assistance?**

If it is before or after hours, you can leave a message on our answering machine and someone will return your call during regular hours. If you need immediate emergency assistance, please dial our pager service at 330-737-1227. After the beep, press in your phone number and someone will get back to you as soon as possible.

## **What should I do if the equipment doesn't work?**

Although we test every piece of electrical equipment before it leaves the store, and we make sure all our equipment is in working condition, there are times when a problem may arise. It is the customer's responsibility to inform the staff at Canton Chair Rental of their problem immediately. If it is during business hours, you can call our direct line. If it is before or after hours, you can leave a message on our answering machine and someone will return your call during regular hours. If you need immediate emergency assistance, please dial our pager service at 330-737-1227. After the beep, press in your phone number and someone will get back to you as soon as possible. We will make every effort to replace or repair the equipment. If we are not notified of the problem when it occurs, we will be unable to adjust your bill after the fact.

## **What happens if something is broken, damaged or lost while in my possession?**

We do charge for missing, broken, damaged, and weather damaged items. Be sure equipment is secured when not in use and protected from weather. We do offer a Damage Waiver as an optional rental feature. This waiver relieves the renter of liability for accidental damage to rented items while in their possession. The fee is 8% of the rental charges and is automatically added to all rental contracts. As stated on the rental contract, if accidental damage should occur, the renter is liable for 10% or \$10.00 (whichever is more) of the replacement cost. The Damage Waiver is not refundable and can be declined any time before receipt of rental items. All items damaged or broken MUST be returned to Canton Chair Rental to be covered under the damage waiver. MISSING ITEMS WILL NOT BE COVERED. The waiver does not cover abuse or theft. If you choose to decline the waiver, you are then responsible for full replacement cost of any damaged item(s).

## **What is my responsibility for the equipment's return?**

Responsibility for equipment remains with the renter from the time of receipt to the time of return/pick up. Tables and chairs should be taken down, stacked and ready for pickup. All china, glassware, etc., should be rinsed food-free and repacked in the same containers in which they were received. Linens should be shaken free of food. Skirting should be returned on the special hangers provided and linens should be returned on the hanger or in the linen bags provided. Items not meeting these conditions are subject to additional fees.

## **What precautions should I take when renting linens?**

You must take precautions when using candles. Any linen returned with wax on it will incur extra charges for cleaning, or replacement. Wax damage is considered abuse, and not covered by the Damage Waiver. Try using a decorative mirror under the candle to avoid spillage. All candles tend to drip whether they are dripless or not. Also, be careful when blowing out candles. Hot wax can be blown across the table if you are not careful and permanently damage the linens. Also, be careful when removing the candleholder, as to not spill any hot wax onto the tablecloth. Do not put wet linens in plastic bags as permanent mildew stains will occur. To avoid this problem, put the linens back on the hangers or in the cloth bags provided. Linens returned with mildew stains on them will incur a replacement charge. Any linens showing signs of abuse, i.e., burns, tears, mildew, wax or being used to wipe up spills, stepped on, as well as being soiled beyond cleaning will incur extra charges for cleaning or replacement. Please note that signs of abuse will be up to Canton Chair Rental's discretion and are not covered by the Damage Waiver. If linen is lost or stolen, you will be charged for replacement in addition to the rental.

## **What if I have rental equipment that is returned unused?**

When equipment has left our building and is in the possession of the customer, it is considered a rented piece of equipment. Even if the equipment was not used, we will be unable to refund your money or credit your account. Our reasoning for this policy is as follows. Since we have rented this equipment to you, it has reduced the availability to our other customers. We have also invested the labor involved in pulling the item, unloading it, and picking it up. Lastly, due to our sanitation policy, we are required to clean the items again after they have left our premises.

## **Are there late charges for items not returned on time?**

If you are unable to return items on the scheduled return date, or if we are unable to make a pickup, extra charges may incur. It is very important that you notify our office as soon as possible of any delay in returning rental items.

## **Can I keep the equipment longer if needed?**

\*The information in this brochure is a general guideline to renting. Please refer to the back of your rental contract (or other rental documents) for more detailed terms and conditions of your rental agreement.