

CUSTOM PROP RENTALS

All deliveries require a minimum order of \$500. The total delivery charge for drop off and pick up for all events up to a 20 mile radius from zip 91040 is \$200. That includes safe transport of all items to and from the venue and placement of items to one secure location. Set up of items is not included, any hanging items will be the customers responsibility. Customer will be responsible for confirming that the venue will allow all and any props provided by Custom Prop Rentals to be left at their facility for the event date and time. Customer must provide access two hours before and after the event to set up and to remove all prop rentals. Venue must be easily accessible with vehicle parking near the venue entrance for unloading. Additional fees will apply for deliveries that exceed 30 min or are considered difficult access. (Stairs, no freight elevator, tight spaces, no parking, etc.) Customer must also have someone available to sign for all rentals at drop off and pick up.

Custom Prop Rentals Responsibility

Custom Prop Rentals will continue to strive and provide great customer service and to be prompt to each and every event. Custom Prop Rentals will provide the highest level of customer service for each order. We try to have the best quality Props available, but due to wear and tear over time, it is recommended to see the props in person before making a payment.

Customer Responsibility

Customer will provide access to the venue for two hours before the event start time and two hours for pick up after conclusion of the event to allow Custom Prop Rentals to set up and to remove prop rentals and decorations. Access must include vehicle parking near the venue entrance.

Any events that are rescheduled due to unforeseen weather conditions will receive full credit for a future order. Please give 2 weeks prior notice when rescheduling your date.

Customer will provide adequate electrical power to meet the needs for any prop rentals or equipment.

Customer Initial _____

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Changes to Order

STORE CREDIT. NO REFUNDS AFTER ORDER.

Customer is obligated for the first 24 hours to change orders. After the first 24 hours, changes are not allowed.

Customer may add items to the order, subject to the same terms. Customer acknowledges that any changes to order after the first 24 hours is subject to store credit and will be held on file for 1 full calendar year from when the original order was placed.

Prop Rentals & Decorations

All props, furniture and decorations Custom Prop Rentals provides are daily rentals for the agreed-upon time, and Custom Prop Rentals will remove them at the conclusion of the event unless agreed otherwise.

Liability

Customer is responsible in providing a one day insurance if venue requires.

Customer is responsible for the safety and reliability of the event venue and its furnishings. Customer is also responsible for any injury, loss or damage to Custom Prop Rentals . employees or equipment resulting from the conduct of event attendees and of staff not employed by Custom Prop Rentals ..

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Payments & Security Deposit

100% of the prop rental amount is required to secure your event date unless agreed otherwise. If the customer cancels the order more than 24 hours after confirmation, Custom Prop Rentals will retain the deposit & customer is subject to store credit and will be held on file for 1 full calendar year from when the original order was placed.

Credit card authorization form must be filled out for each event for security purposes for any damaged or loss prop rentals.

Damage and Loss

In the event that equipment provided by Custom Prop Rentals is damaged or lost due to the actions of event attendees or of staff not employed by Custom Prop Rentals Customer agrees to pay for all repair or replacement up to the the full value of the lost or damaged items, including shipping and handling.

Please be advised, any damage to Props will result in fees being charged for loss/damage.

Custom Prop can not control the weather. This damage includes, but; not limited to the following:

- Damage caused by: Wind / Water / Extreme heat or cold
- Damage from moving props that are to remain stationary

Damage or loss will be assessed as soon as possible after conclusion of the event. All visible damage will be photographed on site whenever possible.

Custom Prop Rentals will provide a documented damage/loss report with costs included within 3 days after the event. Customer must pay for the damage or loss upon receipt for the Custom Prop Rentals report.

Custom Prop Rentals has the right to refuse business to anyone.

Customer Initial_____

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Privacy Disclosure Notice

Any information collected from our users will not be sold, shared, or rented to others in ways different from what is disclosed in this privacy statement. All information released to Custom Prop Rentals is kept confidential. We respect your privacy and can assure all our valued customers that any information obtained is used for the sole purpose of completing your order. We will not allow your information to be sold, exchanged, shared, or rented during this process. We collect information that allows us to Process and track your order , Contact you about the status of an order , Send you promotional offers or coupons from Custom Prop Rentals Only ...

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