



Life Size Statues • Theme Party Props

Platinum Prop House Inc. Agreement

All necessary personal information required for completing the rental agreement is detailed on our [policy](#) page. This document sets forth the agreement between Platinum Prop House Inc. ("Platinum") and \_\_\_\_\_ ("Customer"). The specific deliveries, statement of work and costs for the engagement are described in Exhibit A of the agreement attached.

Event Schedule

Date: \_\_\_\_\_ Event Address: \_\_\_\_\_

Day of contact phone number: \_\_\_\_\_

Two-hour delivery time frame: \_\_\_\_\_

Two-hour pick-up time frame: \_\_\_\_\_

Monday-Saturday deliveries start after 7AM.

Sunday deliveries start after 8AM.

- Before hours delivery: \$300

Pick-ups end at 1AM unless after hours fee is scheduled

2 hour time frame is required unless additional fees are paid in advance.

- Exact delivery time: \$100
- Exact pick-up time: \$100
- After 1AM after hours pick-up: \$300
- Next morning pick-up: \$150
  - Next morning pick-up is anytime before 2PM
- Evening before delivery: \$150
  - Evening before is anytime after 5PM

Location

[ ] Venue name: \_\_\_\_\_

[ ] Home

[ ] Park

[ ] Stairs (additional fee will apply) (Please email images for us to assess)

Additional fees will apply for difficult access (Stairs, No Freight Elevator, etc.)

Customer Initials \_\_\_\_\_



### **Life Size Statues • Theme Party Props**

If drivers arrive to the event during the requested timeframe written in the contract, and are unable to obtain Platinum Prop House Inc's property, client must pay an additional \$600 fee for next day pick up, or return the prop(s) themselves to Platinum Prop House Inc's warehouse.

If the Set-Up/Labor Fee is paid for, and drivers are not able to access venue/freight elevator upon delivery, then the Set-Up/Labor Fee will not be refunded.

### **Platinum Prop House Inc. Responsibility**

Platinum Prop House Inc. will continue to strive and provide great customer service and to be on time to each and every event. Platinum Prop House Inc. will provide quality prop rentals in the best conditions. 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 the conclusion of the event to allow Platinum Prop House Inc. to set up and to remove prop rentals and decorations. Access must include vehicle parking near the venue entrance.

An additional \$150 fee will be applied to your order if you need our drivers to arrive at an exact time.

Any event that is canceled or rescheduled including unseen weather conditions, unexpected deaths or prop substitutes will be charged a \$50 restocking fee to all existing orders.

Customer will provide adequate electrical power to meet the needs for any prop rentals or equipment. Platinum Prop House does not provide extension cords.

Customer will pay for refunded props, If props are rented the following day and drivers can not access location to obtain props.

### **Prop Rentals & Decorations**

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

---

Customer Initials \_\_\_\_\_



**Life Size Statues • Theme Party Props**

**Changes to Order**

STORE CREDIT. NO REFUNDS 24 HOURS AFTER THE ORDER IS PLACED.

The order is considered complete, and our rental agreement is in effect once you have successfully completed payment and have acknowledged acceptance of all terms and conditions within this agreement. The 24-hour window for permissible modifications or cancellations to your order starts immediately following the confirmation of your payment.

Same day cancellations or rescheduling are not subject to store credit or refunds. A 50% fee of the total order will be charged for rescheduling plus \$50 restocking fee on the day of your event.

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 are subject to store credit and charged a \$50 restocking fee. Store credit will be held on file for 1 full calendar year from when the original order was placed.

**Liability**

Please ensure that all gates, doorways and any other entry points are wide enough for our team to enter through safely to avoid damages to our props and/or property. All prop dimensions are listed on our website under the prop description. We are not liable for any damages, niches, and/or scratches to property if the entryway is not wide enough for access.

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 Platinum Prop House Inc. employees or equipment resulting from the conduct of event attendees and of staff not employed by Platinum Prop House Inc.

**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, Platinum Prop House Inc. 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.

---

Customer Initials \_\_\_\_\_



### Life Size Statues • Theme Party Props

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

#### **Damage and Loss**

In the event that equipment provided by Platinum Prop House Inc. is damaged or lost due to the actions of event attendees or of staff not employed by Platinum Prop House Inc. Customer agrees to pay for all repair or replacement up to 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.

Platinum 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 the conclusion of the event. All visible damage will be photographed on-site whenever possible.

Platinum Prop House Inc. 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 Platinum Prop House Inc. report.

Platinum Prop House Inc. has the right to refuse business to anyone.

---

Customer Initials \_\_\_\_\_



Life Size Statues • Theme Party Props

**Privacy Disclosure Notice**

We are committed to respecting your privacy and safeguarding your personal information. In accordance with the California Consumer Privacy Act, our comprehensive privacy policy details the measures we implement to protect your information. This includes specifics on how your information is collected, used, stored, and, if necessary, shared.

Please be assured that any information collected from our customers will not be sold, shared, or rented to others in any manner that differs from what is disclosed in this statement.

**Agreement Acceptance**

By signing this agreement, you consent to the collection of your personal information as detailed herein, which is necessary for fulfilling the rental services. We are committed to ensuring the privacy and security of your information.

To accept this agreement, please sign below and send the signed document along with your deposit to [Info@PlatinumPropHouse.com](mailto:Info@PlatinumPropHouse.com).

Platinum Prop House Inc.  
524 W Rosecrans Ave.,  
Gardena, CA 90248

Accepted by:

Client Signature \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

Title and Company (if applicable) \_\_\_\_\_

Street Address 1 \_\_\_\_\_

Street Address 2 \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Accepted By:

Platinum Prop House Inc.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Customer Initials \_\_\_\_\_



Life Size Statues • Theme Party Props

Platinum Prop House Inc. Credit Card Authorization Form

In order for us to process your order, all of the information below must be completed. These details are essential for the execution of the agreement and to facilitate your event smoothly. Please be sure to email all of the documents. We accept VISA, Mastercard, American Express, and Discover Card.

Credit Card Information

Name on the card: \_\_\_\_\_
Billing Street Address: \_\_\_\_\_
Credit Card #: \_\_\_\_\_
Billing Zip Code: \_\_\_\_\_
Card Type: [ ] Visa [ ] Mastercard [ ] Amex [ ] Discover
Expiration Date: \_\_\_\_ / \_\_\_\_
Verification Code: \_\_\_\_\_

- The verification code for Visa, Mastercard, and Discover, are the 3 digits located on the back of your credit card. For American Express, the verification code is the 4 digits located on the front of your card.

Driver's License Number: \_\_\_\_\_
State Issued: \_\_\_\_\_
Expiration Date: \_\_\_\_\_
Signature \_\_\_\_\_

I authorize Platinum Prop House Inc. to use this credit card payment for purchases, rentals, additional time, late charges, and/or loss & damage charges incurred. Deposits (if any) will be run as a "hold" of the funds denoted. I understand that even though I may return items early, my credit card company may not release the funds for up to (10) days. 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.

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.

Last Updated: 11/16/2023

Customer Initials \_\_\_\_\_