 Company Terms & Policies

 **Rental Period**

Your rental agreement is for a 72-hour period. This provides one day for delivery, one day of use and one day to return. If your event is on a weekend, that counts as one rental time frame. All weekend rentals are due back on Monday by 3pm. After your event, rentals may be picked up either the same rental day or the next business day. If items are not returned, then a late fee of $45.00 will be incurred per day. If items must be picked up after hours/special day, the following terms apply:

\*Any time after 11:59pm – $30.00

\*Sundays – $50.00 (if no other reasonable accommodations can be made and items must be picked up on
 this day)

**Payment, Deposits, Changes**

We require a signed contract and deposit to secure your order. Once your quote has been sent, you have 3 business days to sign and return and pay your deposit.

A deposit of 50% of the total rental balance is required to confirm a reservation. **Deposits are nonrefundable.**

Even if you pay in cash, a valid credit card is required to be on file for security for lost, damaged linens and any additional incidentals (late fees, after-hours fee, etc.) for all rental orders. If paying by cash, a valid driver’s license or state issued ID card must be presented, and a copy kept on file.

**Balance Due Dates:**
Order placed 3-6 months or more away: Balance due 21 days prior to delivery.
Order placed 3 months or less: Balance due in full upon return of contract.

**Order changes must be made at least 14 DAYS prior to delivery**. **No changes can be made after that time**. We encourage you to make a best guess estimate when completing your original reservation. Please make adjustments in as timely a manner as possible. We do not guarantee that the changes/additions/cancellations can be completed. We try our best to accommodate last minute orders and they are based upon availability.

Specialty linen, toppers, napkins, etc. must have final counts in no later than **14 days** prior to delivery.

Payments may be made by cash, money order or credit card.

**Any orders less than $150 must be paid in full at time of reservation.

Lost/Damaged Linen**
All linen rentals are expected to be returned in the same quantity and condition as they are received in. Normal soil is expected. **Excessive damage examples include: rips, wax stains, lipstick, red wine stains, mildew or holes**. Do not iron our linens. **Replacements costs will apply to any linen returned rendered unusable**. Never put soiled linens in the bag, they could mildew. Please allow to air dry before placing linens into bag.

**1. PHYSICAL CONDITION OF RENTAL ITEM(S)** - You acknowledge that before taking the rented item(s), you examined it and are aware of its condition and that it is in good condition except for any defect noted on this contract. It is your responsibility to return the rented item(s) to Crowd Persuasion in the same condition it was left in, except for ordinary wear and tear.

 **2. USE OF THE ITEM(S)** - You agree that the item(s) will be used only at the address designated and only for the purpose for which the item(s) was intended. Subleasing or improper use is prohibited. **No refunds will be issued for unused equipment.**

**3. MISSING ITEM(S)** - If you have missing or damaged items upon return, you must inform us immediately after your event. We will also do an inspection and you will be informed as soon as possible after your event. If any missing items can be located after the event, we ask that you return them within 48 hours. You will be charged the full replacement cost for any items that cannot be located.

***Refund/Cancellation Policy***

We apologize in advance if your order did not fulfill your expectations or meet your needs.

**No refunds will be issued for cancellations-no exceptions.** The Customer agrees that the fees retained upon cancellation are not penalties but are to compensate for potential loss of sales to Crowd Persuasion for other clients requesting a reserved date. We will however, provide you with a credit to use for a future event.

Dye lot variations in the fabric will not be refunded. We do our very best to control the consistency of the colors/shades of our products, but we cannot guarantee that within a single order, the color/shade of every piece of a certain item will match up exactly. These factors are beyond our control.

Order errors are defined as damaged, incorrect, or missing merchandise. Please review your order **immediately** after it's received so that if any order errors are found, they can be brought to our attention quickly and resolved for you. Order errors must be brought to our attention the same day the delivery has been completed. Failure to do so will be interpreted as negligence, and you will hold us harmless on any orders/issues that you do not make us aware of immediately.

**Refunds will only be issued for the following reasons:**

\*If the order is completely wrong. Meaning wrong colors, fabrics and sizes. Please refer to #1 in the above section. It is your responsibility to review your order and ensure accuracy. If it is found that your order was incorrect and verified, you will receive any monies paid over the deposit amount returned in full.

\*We need to cancel the event due to Covid restrictions and health concerns. You still have the option of moving your reservation to another day/time.

**Privacy Policy**

Because your privacy is so important to us, we protect your personal information to ensure that it remains secure. Crowd Persuasion does not sell any information to 3rd parties. Any information that we collect from you is for our private use between you as the client and Crowd Persuasion. If you have any questions regarding our privacy policy, please email us. Thank you!

**I have read and understand of all of the Terms and Policies as set forth in this Agreement.**

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_