



GENERAL INFORMATION

RESERVATIONS

- ❖ To guarantee the rental items, a 50% non-refundable retainer is required.
- ❖ We accept Cash, Check, Visa, MasterCard, and Discover.
- ❖ We require a credit card on file to cover any loss or damage.

PRICING

- ❖ Our pricing reflects that of a one-day charge.
- ❖ Rental items needed for extended periods will receive extended term pricing.
- ❖ Prices are subject to change without notice.
- ❖ If the item or service you want is not listed, please call our office to inquire. We continually add to our inventory to supply the best selection available.

CHANGES AND CANCELLATIONS

- ❖ Orders are packed and staged 48 hours in advance of delivery and cannot be reduced.
- ❖ Final changes must be placed by Noon three (3) days prior to customer pick up or delivery to avoid restocking charges.
- ❖ Additions will be subject to availability.
- ❖ Cancellations and changes may incur fees.

LOSS AND DAMAGE

- ❖ Care must be taken to protect all equipment from damage caused by vandalism, weather, moisture, and abuse.
- ❖ Responsibility for equipment remains with the customer from delivery/pick up until its return to our location.
- ❖ An 8% loss damage waiver fee will be added to each contract. If the waiver is declined, customer will be responsible for all loss and damaged goods.

DELIVERY AND PICK UP

- ❖ Deliveries are made to a dock, door, or garage that is immediately accessible to our trucks. If delivery equipment requires a long carry or stairs, please call for a quote on additional charges.
- ❖ Equipment must be broken down, restacked, and ready for pick up in the same location that it was delivered.
- ❖ Any shortage at the time of delivery needs to be reported to MS Events immediately.
- ❖ Drivers will verify counts with customer upon delivery, If you are not onsite to accept delivery, MS Events' count will be accepted as accurate.
- ❖ Please read and follow the special instruction sheets packed with all linen, silver, and other special rented items.
- ❖ All dishes and related items are wrapped, boxed or crated and ready to use at the time you receive them. We ask that you return these items free of food and packed in their original containers.
- ❖ Glassware is to be placed foot side up in their racks before return or pick up.
- ❖ At the conclusion of your event, shake linen free of food, and place them in the linen bag provided by MS Events.
- ❖ A charge will be added for all items including boxes, crates, and carts that are missing or damaged upon return.