

# EAGLE RENTAL

## Delivery and Pickup Policy:

**Payment**-50% non-refundable deposit needed to reserve. Balance due in full 7 days prior to delivery.

**Standard Delivery and Pickup Service**- Orders are delivered one day before event and picked up one day after event between the hours of 6:30am and 4:30pm. During high volume or peak season your delivery may be delivered 2 or 3 days prior to your event and possibly rescheduled. Our office will contact you if a change is necessary.

**Delivery price is "Drop off" only.** Equipment is dropped off neatly stacked in one location with easy accessibility and close to delivery truck. There must be a 4' wide unobstructed pathway for ease of loading & unloading. Drop off and pickup is at one spot that can be backed up to. Rentals must be stacked in the same place for pickup. There are extra charges if we cannot back up to drop off or pickup location. See below Placement Fees options.

**Placement Fee- When reserving your items, please let Eagle Rental know if you will also need your items placed. Placement fees are additional and are \$50.00 per person per hour.** Please also notify Eagle at time of reservation, if the following conditions exist: Transporting items over grass, dirt, sand, gravel, stairs, use of elevators, bi-levels, hills or distant locations. Eagle requires there is a parking space. We WILL NOT double park. **These services require additional time and an additional \$50.00 fee per condition each way.**

**Setup/Breakdown**- Additional fee is required for setups and breakdowns. Please advise staff if this service is required. **Truck must be able to drive to where we are setting and breaking down equipment. If driver needs to carry equipment into the site or special terrain conditions exist, into the site, additional charges will apply the same as mentioned above in Placement Fee. - \$50.00 per person per hour.**

**Entry Denied**-Access denied for any reason will incur a return trip fee.

**Linens**-Must be returned dry, free of debris and in the blue Laundry bags provided. Waxed, burned or negligently damaged linens will be billed to the customer.

**China, Glass, Flatware and Food Service Equipment**- Must be returned rinsed free of debris and placed in the original shipping crates/racks. Equipment not rinsed or with food debris upon return will be charged a cleaning fee of .20 cents per piece.

**Malfunction**-If malfunction occurs, contact our office immediately at 717-336-3945 (Stevens) or 717-274-3945 (Lebanon). DO NOT attempt to fix unit. If immediate notification is not made, refund will not be considered.

**Counting Equipment**-BEFORE signing the contract, Client needs to verify receipt of all items. If client is unavailable to count, Eagle Rental's count is considered as final.

**Equipment Storage**-Items must be secure and protected from theft, weather, sprinklers and any loss of usage. Client is responsible for missing/negligent damage to equipment.

**Lost Delivery/Waiting**-If our team gets lost due to lack of directions or incorrect directions or they are waiting more than 10 minutes Customer will be charged every 15 minutes at \$30.00 per interval.

**Pets**-Driver and staff may not enter any area where there is an unrestrained pet.

**Permits**- Customer to comply with all municipal, county, state, and federal ordinances related to event such as use, safety, required permits unless otherwise stated on contract.

**Delivery Day**- Delivery Day will be scheduled 2-4 days prior to your rental. A closer estimate time of day will be known the afternoon prior to your delivery day. Please call on the morning of your delivery if you need to know a closer estimated time. Delivery times are estimated only and not guaranteed times.

**I agree to be bound by the delivery and pickup policy on behalf of myself, my firm or authorized agent. I agree not to dispute any additional charges as stated above to the authorized credit card.**

Customer Signature \_\_\_\_\_ Print \_\_\_\_\_

Contract # \_\_\_\_\_ Date \_\_\_\_\_