



Revisions – Revisions to reservations can be made up to 3 Business Days before delivery/will call date. Additions after 2pm, 3 Business Days prior to your delivery/will call date, will be added to a separate order with an emergency order fee of \$150.00. Decreases after 2pm, 3 Business Days prior to your delivery/will call date, will incur a 75% restocking fee on rental items.

Cancellation Policy – Orders must be canceled 3 business days by 2pm prior to delivery/will call date for a full refund:

- Cancellation 3 Business Days prior to Delivery/Will Call Date – **75%** Restocking Fee
- Cancellation 2 Business Day prior to Delivery/Will Call Date – **100%** Restocking Fee

Delivery Terms – Upon delivery, we ask that you verify your rental order and sign for receipt of rentals. To ensure we provide the best service, please notify your event consultant if you will not be present upon delivery or if you will have authorized personnel awaiting delivery.

Additional Charges – Customer is responsible for any additional charges that may occur upon delivery/pickup.

1. Long Carry Service - \$150.00
 - a. This Delivery Service is added if the rentals need to be carried more than 50ft from our delivery truck
 - b. Please keep in mind that low hanging trees, narrow alley ways, or unprovided gate codes may result in our delivery truck parking further away than initially expected.
2. Elevator Service - \$150.00
 - a. This Delivery Service is added if the rentals need to be carried up an elevator.
 - b. Please keep in mind that our #1 priority is safety. Due to most of our rental items being large or transported on wheeled dollies, going up/down elevators requires our team to take more time to unload.
3. Stairs/Steps Service - \$150.00
 - a. This Delivery Service is added if the rentals need to be carried over any stairs/steps.
 - b. Please keep in mind that our #1 priority is safety. Due to most of our rental items being excessively heavy or transported on wheeled dollies, going up/downstairs requires our team to take more time to unload.
4. Breakout Fee - \$50.00 Per Location
 - a. This Delivery Service is added if the rentals need to be dropped off in various locations at the event site.
 - b. Please keep in mind that our #1 priority is safety. Due to most of our rental items being excessively heavy or transported on wheeled dollies, delivering rentals in multiple areas may result in re-strapping rental items to truck walls in order to transport safely.
5. Re-Route Delivery - \$100.00 Starting Rate, Depending on Delivery Zone
 - a. This Delivery Service is added if access to drop off location is disrupted, and driver is forced to continue route and return at a later time.
 - b. Disruptions include:
 - i. Gate Code Not Provided
 - ii. On-Site Contact Not Available
 - iii. Wrong Address Provided
 - c. Please keep in mind that our delivery team strives to be as punctual as possible. Due to traffic and space available within the truck, re-routing may result in delayed rental delivery/pickup.

Labor Fees:

1. Stand by Fee - \$15.00 Per 15 Minute Intervals
2. Setup/Breakdown - \$200.00/1st hour
 - a. \$100.00 every additional hour
 - b. Includes: Chairs, Tables, Umbrellas, Heaters
3. Popup Tent Setup - \$25.00 Each

Unused Items – Credit/Refunds cannot be issued for unused items once the order leaves our warehouse. Credits can only be issued if we are notified of any defects, 2 hours before the event start time. **Emergency Phone Number – (650) 240-5136**

Rental Transportation – You are responsible for any damage to our rental equipment as a result of transportation. Damage also includes losing knobs, handles, switches, etc. Replacement parts will be billed the full replacement cost.

Pickup Terms – Upon Pick Up, we ask only that you return dishware and food service items lightly rinsed, debris-free, and placed in the original cases provided. Chairs and tables to be stacked on dollies provided. Linens to be shaken down, removing all food or liquids, and placed inside the supplied linen bags. Barbeques and fire pits must be cool and empty of briquettes.

Upon Pick Up, we ask that rental items be located in the same area of where they were delivered. Failure to prepare rental items for pickup may result in additional labor fees or a re-route fee.

Ask your Event Consultant for more details.

Missing/Damaged Items – Unica Party Rentals will notify you of any missing/damaged Items 2-3 Business Days after your Pickup date after rental items have been counted. Items not returned to Unica Party Rentals, within 7 Business Days after your Pickup date, will be billed the full replacement cost. **(Non-Refundable)**

****If someone other than you or an authorized company representative pays a rental order directly, client listed on this agreement is responsible for remaining missing/damaged item order balances in the event we cannot collect payment, or a dispute claim is filed. ****

Long Term Rentals* – All long-term rental agreements surpassing our standard 3-day period will be reserved for the full duration of the agreement and will be charged in full prior to delivery. Early termination of the long-term rental agreement will not qualify for partial refunds as your rental item(s) have been reserved for the full duration of the agreement. Ask your Event Consultant for more details.

Payment Terms** – If someone other than you or an authorized company representative pays a rental order directly, client listed on this agreement is responsible for remaining rental order balances in the event we cannot collect payment or a dispute is filed.