

Orbit Party Rentals
12061 E. Slauson Avenue, Santa Fe Springs, CA. 90670
(562) 696-8875 Fax (562) 696-8862

Delivery and Pickup Policy

Standard Delivery/Pick-up service - Orders are delivered one day before event and picked up one day after event between the hours of 8 am. and 8 pm. During high volume or peak season your delivery/pick-up may be rescheduled. Our office will contact you if a change is necessary.

- **Payment** - 25% non refundable deposit to reserve. Balance due in full 7 days prior to delivery.
- **Location/placement** - Equipment is neatly stacked in one location with easy accessibility and close to delivery truck. Must have an unobstructed 4' wide cemented pathway. **Special Placement** - Please advise staff if the following conditions exist at time of reservation: Transporting carts over grass, dirt, sand, gravel, stairs, use of freight elevators, bi-levels, hills or distant locations. This service requires an additional fee. **Set up/breakdown** Additional fee required for this service. Please advise staff if this service is required.
- **Entry denied** - Access denied for any reason will incur a return trip fee.
- **Delicates/Linen** - Must be returned dry and free of debris. Waxed, burned or negligently damaged linen will be billed to customer.
- **Food service equipment** - China, glass, flatware and food service equipment shall be returned rinsed free of debris and placed in original shipping crates. Equipment not rinsed upon return will be charged a cleaning fee.
- **Malfunction** - If malfunction occurs, contact our office immediately at (562) 696-8875. Emergency number available on answering machine if calling after hours. DO NOT attempt to fix unit. If immediate notification is not made, refund will not be considered.
- **Counting Equipment** - BEFORE signing the contract, Client to verify receipt of all items. If client is unavailable to count, OPR counts 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/negligently damaged equipment.
- **Wait Time** - Driver wait time to deliver or pick up equipment is 10 minutes. Beyond this time, Customer will be charged every 15 minutes at \$35 per interval per staff.
- **Pets** - Driver and staff may not enter any area where there is an unrestrained pet. Pet "Flowers" must be removed prior to delivery.
- **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. The pulling of permits is a service we can provide with minimum 3 weeks advance notice. Service fee plus cost of permits paid by client.
- **Estimated time of delivery** - Please call our office between 7 and 9 am on the day of your delivery for an **estimated** time of delivery. Delivery times are an estimate only and not guaranteed times.
- **Scheduled deliveries** - Scheduled time deliveries are available on a limited basis, and must be pre-arranged at an additional cost.

I agree to be bound by the delivery and pick up 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, except in the case of fraud.

Customer Signature _____ Date _____