



Delivery and Pickup Policy:

Standard Delivery and Pick-up Service - Orders are delivered one day before event and picked up one day after event between the hours of 8:30 am and 4:30 pm. 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.

Payment - 50% non-refundable deposit needed 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. It must be stacked in the same place for pick up.

Special Placement – Please notify 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 time and addition charges.

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.

Linen – Must be returned dry and free of debris in the burgundy laundry bag provided. Waxed, burned or negligently damaged linen will be billed to customer.

China, Glass, Flatware and Food service equipment shall be returned rinsed free of debris and placed in original shipping crates. Equipment not rinsed or with food debris upon return will be charged a cleaning fee.

Malfunction – If malfunction occurs, contact our office immediately at 610-435-8000. 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, Action Party Rentals 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.

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 \$35 per interval per staff.

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. The pulling of permits is a service we can provide with minimum 3 weeks advance notice. Service fee plus the cost of permits is paid by the client.

Delivery Day will be determined 1 week prior to your rental and could still be changed as we get closer to your event. A closer estimated time will be known on the afternoon prior to your delivery day. Please call on the morning of your delivery to find out a closer estimated time. Delivery times are an estimate only and not guaranteed times.

Exact Delivery Days and Times are available on a limited basis and must be pre-arranged at an additional cost.

Tent Installations and Large Deliveries - usually take place on Tuesday, Wednesday or Thursday and are removed on Monday, Tuesday or Wednesday of the following week for a weekend event. This allows you to have more time to set up and personalize your event with no extra charge.

Friday Deliveries are usually items that are dropped off and not installed.

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 _____