



# The Signature Suite Rentals Agreement

Renters Name(s)\*

**Address of Event Location\***

Phone Number(s)\* Email\*

Second Contact Name(s)\*

Second Contact Phone Number(s)\*      Second Contact Email\*

Date of Event\*

Type of Event\*

**Start Time\***

### End Time\*

Vendors you would like to share with us  
(Photographer, Cake, etc.)

Delivery*	Yes or No	if yes, Time* _____
Customer Pickup*	Yes or No	if yes, Time* _____
Set Up/Take Down*	Yes or No	if yes, Time* _____

## **CONDITIONS OF RENTAL: THE SIGNATURE SUITE LLC**

In consideration of The Signature Suite LLC who is supplying rental equipment to the customer as described on the rental agreement, and agrees to the following terms and conditions.

### **DEPOSIT**

There is a 50% deposit from your entire total due to reserve your items for your event. Once we have emailed you an invoice/quote you must let us know that you would like to make a 50% down deposit to secure your items. Until we have done this, there is no guarantee of product availability until we receive a deposit. Once we have processed a payment by check, credit card or cash we will send you a confirmation email confirming your rental items. Please note: All payments completed by credit card have a processing fee of 3.3%. Checks that are declined by your bank will incur a failed attempt fee of \$50 or any additional fees that The Signature Suite incurs by depositing a check that fails to clear. Any returns or refunds will be credited to the original payment method unless otherwise noted. Please let us know if you have a preferred refund method.

### **FINAL PAYMENT**

Final Payment is due thirty (30) days before the event date. If you do not complete a final payment your order will be cancelled. We will attempt to contact you but if we do not hear back within 10 days of the due date we will cancel your order and all payments prior will be forfeited. Please reach out to us right away to prevent this from happening if you are late on your final payment.

### **CANCELLATIONS OF RENTAL ITEMS**

You can cancel your order at any time, but our 50% deposit is non-refundable. Once you pay your remaining balance 30 days prior to your event, no refund will be paid.

### **CHANGING RENTAL ORDER**

Rental orders can be changed based on the availability of items requested. We allow swaps for items of equal or greater value or rental additions. An additional deposit amount may apply.

## **YOUR CARE AND LIABILITY OF THE SIGNATURE SUITE RENTALS**

Dishes need to be rinsed and free of all food (scraped). If dishes are not free of food, an additional charge of 25% of the rental item will apply.

If you are having an outdoor event and rain is predicted, please keep items covered so they do not get damaged by water. It is the renter's responsibility to ensure these items do not get damaged due to weather conditions. If you are planning to have an outdoor event and you do not have a tent you must supply tarps or covering to ensure rental items do not get damaged by weather. If the location has ground sprinklers or irrigation systems these must be managed to ensure water damage does not occur, as this is the renter's responsibility. You are responsible for the items from the time of delivery to pick up by The Signature Suite or your return of rentals to The Signature Suite.

The Signature Suite LLC is not the manufacturer of the rental items nor the agent of the manufacturer, no warranty against patent or latent defects in material workmanship or capacity is given, and the customer expressively waives all such warranties of fitness that may be accorded by law or otherwise. There are no warranties of merchantability or fitness, either express or implied. There is no warranty that the rental items are suited for the customer's intended use, or that it is free from defects, and all such warranties of fitness, or otherwise are expressly and specifically waived by the customer. The customer will take all necessary precautions regarding the items rented and protect all persons and property from injury or damage. Customer agrees to hold harmless The Signature Suite LLC from and against all liability, claims, judgment, attorney fees and costs, of every kind of nature, including but not limited to, injuries or death to persons and damage to property, arising out of the use, maintenance, instruction, operation, possession, ownership or rental of the items rented, however caused. The customer agrees not to use or allow anyone to use the rental items for any illegal purpose or in any illegal manner or unsafe manner. The customer is responsible for obtaining all permits or licenses from the appropriate government agencies for their event.

## **BROKEN/DAMAGED/MISSING ITEMS**

Rental items that are broken or damaged, if it is an easy/inexpensive fix, then there will be no cost to the renter. If more assistance with a service and/or materials is needed, the renter will be liable for those costs. If the rental item is beyond repair or is missing, then there will be a replacement charge of 3-4 times the rental rate. The renter will first be informed before any charges are made to the credit card on file.

## **DELIVERIES & PICK UP**

For delivery, we will unload all items in a mutually convenient place. It is up to the renter to ensure our delivery vehicles can safely access the location. If we are delivering to a field or private residence, contact us, send a screenshot with an X on the location that you would like everything delivered to, and feel free to send us pictures. Delivery of items will be made to ground level only unless specific arrangements are made in advance. On pick up, all items should be in the same location as delivered, unless specific arrangements are made in advance. Standard delivery fees are based on deliveries and pickups made during normal business hours with direct access to the delivery location. Additional fees may apply for a waiting time or if the rental area is not ready at the time of the staff's arrival. The customer agrees to have the site on which the rental items are to be delivered, free and clear of obstacles, natural and man-made, prior to the arrival of The Signature Suite delivery team. The

customer further agrees to have all non-rented items and decorations cleared from rental items. If items are NOT placed in the same mutually convenient place, or we need to clear off rental items of other non-related rental, an extra charge of \$50 will incur.

### **RENTER PICKUP & RETURN**

Renters can pick up and return their rental items Monday-Friday 8:30AM-4:30PM and Saturday 9:00AM-12:00PM. Renters will need to schedule an appointment for your pickup and return. Items need to be wrapped and packaged properly in their containers when returned.

When picking up large pieces of furniture, we do require you to have an *ENCLOSED* trailer, cargo van or large SUV. The Signature Suite is not responsible for determining how much will fit into your vehicle/transport. A \$25 minimum order is required on pick-ups.

### **RENTAL PERIOD**

The rental period for each item is 72 hours (on applicable items). However, if your return deadline is Sunday (when we are closed) then your return will be Monday by 4:30pm. You will need to schedule an appointment for your return. If you need more time, we can work with you to make it more affordable or additional charges will apply. Under no circumstances can the returned inventory be left outside our building.

**Renter Signature\***

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**Date:** \_\_\_\_\_