



75 Milner Avenue
Scarborough, Ontario M1S 3P6
Phone: (416) 288-1846 Fax: (416) 288-9648
www.gervaisrentals.com

THANK YOU FOR YOUR BUSINESS!

TERMS AND CONDITIONS/WARRANTY

ORDERING:

- A 25% non-refundable deposit is required to reserve all items. Items are not to be considered reserved until the deposit is received.
- An additional 25% deposit is required on all tenting and tent accessories 180 days prior to delivery
- Orders must be paid in full 10 days prior to delivery.
- All credit charges above \$1,000.00 is subject to a 3% surcharge.
- Rental of all items is based on a one-day use. Additional charges apply for multiple day usage.

CHANGES & CANCELLATIONS:

- Cancellation of items: Once items are reserved; cancellations are subject to the following:
 - Items cancelled 90 days or more prior to delivery are subject to a 25% cancellation fee.
 - Items cancelled 60-89 days prior to delivery are subject to a 50% cancellation fee.
 - Items cancelled 60 days or less prior to delivery will be charged a full cost.
 - Changes to your order: Once items are reserved; reductions are permitted and subject to the following:
 - Quantities can be reduced by no more than 15% up to 90 days prior to your delivery date
 - Quantities can be reduced by no more than 5% within 7 - 90 days prior to your delivery date
 - Quantities cannot be reduced within 7 days prior to your delivery date
- ***Quantities can be increased at any point in time, subject to availability

DELIVERY:

- Standard delivery times are Monday - Friday 9:00am - 5:00pm and Saturdays 9:00am-3:00pm. Additional charges apply for deliveries / pick-ups outside of these hours.
- Deliveries / Pick Ups cannot be done at a specified time unless a prearranged "Dedicated Delivery / Pick Up" time has been agreed upon. Additional charges apply for "Dedicated Delivery / Pick Up" service.
- Additional charges apply in the event load in / load out access is difficult, excessive in distance, or time consuming.



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- Additional charges apply in the event items are to be delivered to / picked up from non-ground level areas. Due to Health & Safety regulations, Gervais Party & Tent Rentals staff is not permitted to deliver/pick-up items by use of stairs
- Set Up / Dismantle is not included in the price of rental products. Set up / Dismantle can be arranged at an additional cost.
- Customer is responsible to ensure they (or a representative) are on site to accept delivery of their order.
- Customer will be charged if we need to come back to pick up or deliver, if unavailable on prescribe dates.
- Additional charges apply in the event items are not stacked/packed after their event, in a similar manner as they arrived in.
- Customer is responsible to ensure that Gervais Party & Tent Rentals Ltd. has access to deliver / pick up the equipment on the specified dates. If a return trip is required, additional charges WILL apply.
- For residential deliveries, all items are to be delivered to / picked up from a garage or backyard /covered area, provided there is easy access. Gervais Party & Tent Rentals staff is not permitted to deliver / remove items from within the home.
- All items are to be returned to the same location where they were delivered to. Failure to do so will result in additional charges.
- Customer agrees to ensure that all items remain in a safe and protected area from the time they are delivered, until the time Gervais Party & Tent Rentals Ltd. staff arrives to pick up.

POLICIES / CUSTOMER AGREEMENTS:

- Customer is responsible for any damaged or missing items while in their possession, and will be charged full replacement cost. In the event items are

damaged or missing upon arrival, it is the customer's responsibility to notify Gervais Party & Tent Rentals Ltd. immediately by speaking with a

representative or leaving a message.

- All China and Cutlery are rented and packaged in multiplies of 5. Glassware is rented by the dozen. It is the customers responsibility to scrape plates, empty cups/glasses, and return

all items into the containers in which they arrived in. Please ensure that you DO NOT double stack cups/glasses and over stack plates in order to avoid

breakage.

- PICK UP / RETURN ORDERS: Vehicles must be fully enclosed when orders are being picked up/returned by customer.

CUSTOMER NAME _____
(PRINTED)

Order Number: _____

SIGNED _____

DATE _____