



Delivery and Pickup Policy:

Standard Delivery and Pickup Service- Orders are delivered one day before event and picked up one day after event between the hours of 8:00am and 4:30pm. 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. There must be a 4' wide unobstructed pathway for ease of loading & unloading. Rentals must be stacked in the same place for pickup.

Special Placement- Please notify staff if the following conditions exist at time of reservation: Transporting carts over grass, dirt, sand, gravel, stairs, use of elevators, bi-levels, hills or distant locations. Eagle requires there is a parking space. We WILL NOT double park. These services require additional time and an additional \$50.00 fee per condition.

Setup/Breakdown- Additional fee is 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.

Linens-Must be returned dry, free of debris and in the blue Laundry bags provided. Waxed, burned or negligently damaged linens will be billed to the customer.

China, Glass, Flatware and Food Service Equipment- Must be returned rinsed free of debris and placed in the original shipping crates/racks. Equipment not rinsed or with food debris upon return will be charged a cleaning fee of .20 cents per piece.

Malfunction-If malfunction occurs, contact our office immediately at 717-336-3945 (Stevens) or 717-274-3945 (Lebanon). 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, Eagle Rental's count is 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/negligent damage to 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 \$30.00 per interval.

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.

Delivery Day- Delivery Day will be scheduled 1 week prior to your rental. A closer estimate time of day will be known the afternoon prior to your delivery day. Please call on the morning of your delivery if you need to know a closer estimated time. Delivery times are estimated only and not guaranteed times.

I agree to be bound by the delivery and pickup 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.

Customer Signature _____ **Date** _____