

CUSTOMER PICK-UP POLICIES

MONDAY-FRIDAY 8:00AM-5:00PM - SATURDAY 8:00AM-1:00PM

We offer customer pickups and returns during warehouse hours. Certain items may require delivery by one of our rental specialists. Please keep in mind the size of vehicle needed to pick up equipment. Most tables and chairs will require a large pickup truck or trailer to transport. If you are unsure, please ask one of our rental specialists for more information. Customer is responsible for properly/safely securing items. Create A Scene, Inc. does not take responsibility for any damages that occur during transport.

DELIVERY AND PICK-UP POLICIES

All deliveries will require a signature upon time of delivery. It is the customer's responsibility to verify, examine and test all items and counts and immediately notify Create A Scene, Inc. of any discrepancies, malfunctions and/or defects. Otherwise we will assume all counts were correct and all items were complete, in good order, condition and repair, and otherwise in all ways acceptable to you upon our delivery or your receipt of the same.

TAILGATE DELIVERIES AND PICKUPS INCLUDED:

- Ground-floor drop-off/pick-up, and leveled surface to accommodate wheeled carts if needed.
- Deliveries/Pickups that occur Monday-Friday between 8:00 a.m. and 5:00 p.m. local time. Saturday from 8:00 a.m. and 1:00 p.m.
- Tables and chairs will be dropped off in stacks and must be properly re-stacked prior to our retrieval. Additional fees may apply if items are not stacked.
- Linens, in most cases, will arrive inside nylon bags. Linens will need to be placed into nylon bags upon pickup arrival along with all hangers.
- Dinnerware, drinkware and flatware will be dropped off in plastic crates and tubs, and will need to be rinsed of food and placed back into the same crates upon pickup or additional fees could apply.

DELIVERY CHARGE: We are located in Central Illinois in Morton, but we serve a much broader area. For deliveries/pickups to/from any location within 20 miles of our showroom/warehouse, we charge \$160 (\$80-delivery, \$80-pickup). For locations more than 20 miles from Morton, charges for deliveries/pickups are calculated at \$8 per mile one-way (which includes both delivery and pickup). If additional trips or trucks are required, additional fees will apply.

EXAMPLE: Elmwood is approximately 37 miles (37 x \$8= \$296 for delivery and pickup)

EXTENDED HOURS FEE: Our regular business hours are 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, and 8:00 a.m. to 1:00 p.m. on Saturday. If we agree to provide any item(s) or services outside of our regular business hours, an additional charge of \$300 will apply in each instance (subject in all events to availability).

DELIVERY / PICKUP WINDOW: Deliveries and Pickups will be scheduled for mornings (7:00 a.m. to 12:00 p.m. local time) or afternoons (12:00 p.m. to 5:00 p.m. local time), Monday through Saturday. Deliveries / Pickups requiring less than a 4-hour advance notice window will be charged an additional \$125.00. Deliveries and/or Pickups which require more exact timing (within a half-hour window) will be charged an additional \$250 for a firm window delivery.

**** All customers have the option to call us within 24-hours before their scheduled delivery date and time for a closer estimated delivery time, and we can have someone notify you when we are on our way. ** PLEASE SPECIFY WHO AND IF WE NEED TO CALL ON THE WAY.**

** Additional fees may apply if there are issues at the time of delivery (stairs, elevators, long hauls, delivery/setup area not prepared, cleared of obstacles or animal feces, properly sheltered and protected in the event of inclement weather, decorations removed, etc.). **