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. The customer is responsible for properly/safely securing items. Create A Scene, Inc. does not take responsibility for any damages that occur during transport.

We **DO NOT** accept any returns outside of warehouse hours. Any items dropped off outside of these hours will result in additional charges.

All customer pick up reservations require a state issued photo I.D. or valid driver's license.

DELIVERY AND PICK-UP POLICIES

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 occur Monday-Saturday between 8:00 a.m. and 5:00 p.m. local time.
• Tables and chairs will be dropped off in stacks, or in most cases including chair/ table carts and ratchet straps 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 dry and 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. Our delivery fee is determined by distance from our warehouse and is automatically calculated based on the delivery zip code provided. This fee includes both delivery and pickup. If additional trips or trucks are required, additional fees will apply.

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 fee 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 a 4-hour advance notice window, a 2-hour window, or a firm/exact time will be charged additional/firm/exact time delivery fees.

***** 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.). **