



2224 St. Rd. 8 W.
Auburn, IN 46706
260-925-3000
party@taylorrentalusa.com

Dear Friends,

I would like to take a moment to thank you for choosing us to make your special event into a special memory. We will make every effort to accommodate your needs and help you entertain your guests. Please review your order for accuracy and after signing both your contract/order and the copy of the policies, return them to us as soon as possible. We cannot confirm your reservation without a paid deposit signed and completed policy papers. Make sure all the information listed above is complete and accurate. If you wish to make any changes, please do so on your contract when returning it to us. If you have any special requests, please list them for us. Please do this promptly, as some items become unavailable in the busiest seasons. Please make careful note of the date of your event, your event time, our policies and quantities. A clear channel of communication will present a situation for an excellent event and excellent service. Once again, I am grateful for your choosing us to serve you. Our valued and professional staff will take care of you like a locally owned and operated business should. Have a fantastic event!

Thank You & Party On,

Natalie Taylor-DeWitt
Managing Partner
260.925.3000 x0
party@taylorrentalusa.com

Customer Name:

Customer Address:

City, State, Zip:

Home Phone:

Cell Phone:

Fax:

Email Address:

Event Venue & Address:

Event Date:

Event Start/Finish Time:

Contract/Order Number:

Amount of Deposit Paid/Method:

Amount Remaining to be Paid (before changes):



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About Renting and Standard Policies

Payment: 50% is due at time of reservation, if you have an approved charge account we will invoice you at the end of your event. Final payment is due 7 days before the day of the event. We accept cash in person, check in person or in the mail, or MasterCard, Visa, American Express, and Discover in person or via telephone. Deposits and prepayment are required for all special events, regardless of account type or status. Approved in store charge accounts are still bound by cancellation policy.

Cancellations or Charge Order: Please notify Taylor Rental/Party Plus of any changes to your order. We will do our best to accommodate your needs. Deposits will be refunded if cancellations are made at least 61 days prior to your event. Half the deposit will be refunded if cancellations are made 31 to 60 days prior to the event and the entire deposit is forfeited if cancelled inside 30 days of the event. For any special event, the final guest count is due 14 days before the event. Some items are not cancelable in any situation.

Weather: If weather makes it unsafe for our employees to install or for your guests to enjoy, we will not install parts of your order deemed to be unsafe. This determination is made at the sole discretion of the Taylor Rental/Party Plus staff. In this situation you will receive a refund of your deposit for items not able to be safely installed in the following manner of 75% of rental items and retail products. There is no refund for special order items.

Delivery and Pick-Up: Delivery and pick up is available for a fee. This delivery is door to door. Beyond the door delivery as well as set up and tear down service is available if prior arrangements have been made or if scheduling time allows, for an additional fee. Tables and chairs must be stacked and folded exactly as they were delivered, at the door they were delivered to, out of the weather, unless prior arrangements have been made for us to provide this service. Please provide us with proper directions to your event venue. Any Delivery & Pick Up before or after business hours an additional fee will apply.

Typical Delivery Schedules: 5-7 days prior to the event, our staff will contact you via email or telephone. Be sure the email or number you have given us will reach you. We will schedule your install or delivery day and you will be able to make final payment, if you have not already. Since each installation is customary, expectations of exact delivery times are not realistic. Volume, weather, and unforeseen delays can change our schedule. We will do our level best to accommodate your wishes. Typically we will give you a 3 to 4 hour window of time that we will be there. It is important that we understand the time frame of your event. Be sure this information is correct on your contract.

Loss or Damage: Responsibility for the equipment remains with the renter from the time of receipt to the time of return. Please be sure items are protected from the weather and secured when not in use. We do charge for dirty, missing, stained, burned, or damaged items. All food service items should be rinsed and debris free, if you're unable to clean your food service rentals a cleaning fee will apply. All linens should be kept dry. Please place linens in linen bags provided.

_____/_____/____ TR _____
Name of Authorized Lessee Date Contract #