



## Customer Policy

### **Please Sign and Return Promptly**

**Placing Orders** - Our friendly and knowledgeable design consultants are available to take orders and answer questions Monday – Friday between 8am and 5pm (Eastern and Central Time Zones). Orders placed by Fax should be done so using the [Order Form](#). All new customers must submit a Signed [Customer Policy](#) and [Credit Card](#) to remain on file with Tabletoppers. Orders will be confirmed by fax, e-mail, or postal mail. **It is the customer’s responsibility to check the confirmation for accuracy concerning items ordered, delivery and pick up dates, and locations.** We are usually able to accommodate any size order at any time but to assure product availability, we do recommend placing orders a minimum of two (2) weeks in advance. Orders placed the day before delivery, are considered last minute and subject to additional handling charges.

**Emergencies** - If you have an emergency that occurs after business hours please call the appropriate branch and leave a voicemail with the Emergency Service. An on call representative will return your call promptly. Emergency orders placed after business hours are subject to fulfillment and delivery fees.

**Payment\*** - To reserve an order we require a **Signed Customer Policy, a Credit Card on file, and a 50% Non-Refundable Deposit.** Final payment is due no later than one (1) week before the order leaves our warehouse. We recommend calling about two (2) weeks before delivery to finalize your order and pay the remaining balance. We accept Visa, MasterCard, American Express, and Discover\*\*. **We do not accept personal checks.**

**Delivery** - Tabletoppers provides delivery and pickup service in the metro areas of Atlanta, GA and Chicago, IL. Delivery fees may apply. UPS or DHL is used to ship orders nationwide (Please open Packing List and read important instructions on arrival). Orders are normally scheduled to arrive one or two days prior to your event. The customer placing the order assumes full responsibility for all rented items from the time of delivery/pickup until the items are back in our possession. Please count your items as soon as they arrive to make sure that everything is enclosed. **Any discrepancies should be called in to the appropriate branch immediately. See “Emergencies” section above!**

**Returns** - Orders should be returned by the date and method specified on your rental contract. Orders not returned by the specified date are subject to additional daily rental charges. **Items should be returned in the provided bags and free from any food, excessive soil, wax or garbage in order to avoid a cleaning fee. DO NOT USE PLASTIC BAGS FOR RETURN!** All items will be counted on-site at the time of return. Due to circumstances that may delay our drivers, the pick up date on the rental agreement is not a guarantee.

**\*Please bring your confirmation paperwork when picking up and returning to warehouse (include in bag for UPS returns). \***

**Loss & Damage** - All items have a replacement value that is applicable when not returned, found at the time of pick up, or in a condition that has permanently altered their appearance. Tabletoppers, Inc. reserves the right to charge the cost of lost or damaged items to the credit card the customer places on file with us. Tabletoppers cannot hold third parties (i.e. your event planner, hosting facility, caterer, etc.) responsible for payment or return of lost or damaged items. The ordering customer is solely responsible for all rented items. If items are found and returned in a useable condition, a credit will be issued according to the length of time they were missing from inventory

**Cancellations\*\*** - Reservations must be cancelled a minimum of 2 business days prior to the delivery date on your contract in order to avoid a 30% restocking fee. Items are considered a “rental” once they leave our warehouse.

\*Payment for billable customers is due on a Net 30 basis. Credit approved clients who fail to pay within the prescribed account terms may lose any applicable discounts & are subject to a monthly finance charge of 1.5% based on the unpaid balance.

\*For Customers without Credit cards, payment for losses or outstanding fees due upon receipt.

\*\*Refunds (charge backs) issued to credit cards are subject to a 4% transaction fee.



**Customer Policy**

Company Name: \_\_\_\_\_

Contact: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone#: \_\_\_\_\_ Fax#: \_\_\_\_\_

Cell#: \_\_\_\_\_

E-Mail \_\_\_\_\_

How did you hear about us?  
\_\_\_\_\_

**Credit Card Information**

Credit Card # \_\_\_\_\_ EXP \_\_\_\_\_ / \_\_\_\_\_ VS MC AX DS

Name on Card \_\_\_\_\_  
(If different from above)

CVV# \_\_\_\_\_  
(3 digit code on back of card  
4 digit Amex)

Billing Address for Card \_\_\_\_\_  
(if different from above)

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

I, \_\_\_\_\_ (card holder) representing \_\_\_\_\_ (self/company name) have read and understand the policies above. I do hereby agree to all of these terms and authorize Tabletoppers, Inc. to place all charges associated with my order to my credit card which is retained on file by Tabletoppers, Inc.

X \_\_\_\_\_

Customer Signature

Date