



402.556.1600 | [unitedrent-all-omaha.com](http://unitedrent-all-omaha.com) | 4990 G St Omaha, NE 68117

## United Rent-All Terms and Conditions

**PRICING:** Most prices quoted are based upon a 3 day rental period. Rates are based on time-out to time-in, not actual usage. Long term rates are available. Please call for additional information.

**RESERVATIONS:** We encourage you to reserve your party and rental equipment needs well in advance to ensure availability of your selections and our setup crews. Reservations are encouraged no less than two weeks in advance of your event to allow time for your order to be prepared for delivery and pickup.

**DEPOSITS:** A 25% deposit is required to reserve items for your event. Items will not be taken out of inventory and reserved for your event until the appropriate deposit has been received by United Rent-All. The deposit amount will be applied to the invoice total. A quote alone does not guarantee availability.

**CANCELLATIONS:** Deposits are fully refundable 30 days prior to delivery or customer pickup (excludes tents/canopies). Events cancelled 30 to 7 days prior to the event will forfeit deposit. Events cancelled within 7 days of the delivery or customer pickup date will be charged the full rental price.

**CHANGES:** Changes to reservations are permitted at any time, but may incur additional charges and are subject to availability. An order is considered finalized 2 days prior to scheduled delivery. A surcharge will be added for each order change made within 48 hours of the original scheduled delivery date.

**FINAL PAYMENT:** Final payment is required at least 7 days prior to delivery unless a charge account has been previously setup or special arrangements have been made.

**DELIVERY/PICKUP:** Delivery service is available for an additional fee, subject to availability. Delivery fees are based on the distance from our location to the delivery destination. Items will be delivered to a mutually agreeable location near the tailgate of our vehicle unless arrangements have been made prior to our arrival. Additional delivery charges will occur for 2nd floor or higher delivery locations, excessive distance for loading and unloading trucks, exact delivery and pickup times, and after-hours delivery and pickup. Client is responsible for counting and inspecting items upon delivery; otherwise totals are considered correct.

**SETUP/TAKEDOWN:** Setup and takedown services are available for most items for an additional fee. Arrangements for setup and takedown must be made prior to delivery.

**CLEANUP/PREPARATION FOR PICKUP:** All china, flatware, glassware, serving pieces, etc., must be re-packed in the same containers as delivered. A charge will be made for all boxes and crates not returned. All replacement charges are in addition to rental charges. Linen should be free of debris and dry to prevent staining and mildew. Linens that are damaged by wax, ink, mildew, burn holes, etc. will be subject to additional charges up to the replacement cost of the linen. Tables and chairs must be taken down and stacked ready for pickup unless our crews are contracted for setup/takedown. Wax must be removed from candelabras. All decorations must be removed from rental equipment. All items should be assembled in a single location, ready for pickup. Items not meeting these conditions are subject to additional fees.

# UNITED RENT-ALL

402.556.1600 | unitedrent-all-omaha.com | 4990 G St Omaha, NE 68117

**DAMAGE WAIVER:** A 7% non refundable damage waiver is charged to all orders unless specifically declined. The damage waiver covers rental items that are damaged through normal use. All broken and damaged items must be returned to United Rent-All for the damage waiver to apply. The damage waiver does not cover theft, negligence, breach of the rental contract, violations of applicable law, damage resulting from the use of alcohol or drugs by the customer or intentional misuse of the equipment. The replacement cost of all missing items will be charged to the contracted customer. The damage waiver must be paid in advance to receiving the rented equipment.

**INDEMNIFICATION AND DEFENSE:** Client agrees that if legal proceeding are brought against United Rent-All for compensation of personal injury or property damage arising out of the event, client will indemnify United Rent-All for any expenses arising in connection with proceeding including but not limited to attorney's fees. Client shall maintain at renter's expense liability, property and casualty insurance coverage in an amount sufficient to fully protect United Rent-All against any and all claims, loss or damage of whatever type.

**TENTS/CANOPIES:** **Site Preparation:** Please be sure your site is ready for installation prior to United Rent-All arrival (i.e. lawns mowed, vehicles moved, etc.). United Rent-All will notify the utility marking service to locate all public underground utilities, HOWEVER, client is responsible for marking all private underground obstructions (sprinkler lines, septic systems, landscape lighting, etc.) Any damage to private (non-utility owned) underground obstructions that are not marked is the responsibility of the property owner.

**Inclement Weather:** Client understands that tents are temporary structures designed to provide limited protection from weather conditions, primarily sun and light rain; however there may be situations, particularly those involving strong winds and lightning, in which the tents will not provide protection and may even be damaged or blown over. Evacuation of tents to avoid possible injury is required when severe weather threatens the area where the tents are erected. People must leave the tents and not seek shelter in tents during such conditions. It is best to evacuate when in doubt.

**Cancellations:** Due to high demand, all deposits for tents and canopies are NON-refundable. Cancellations made less than 7 days prior to setup will be charged full rental amount.

**Clean Up for Tent Pickup:** All floral arrangements, trash & decorations of any kind should be removed from the tent before scheduled pickup time. Client assumes responsibility for all damages caused by decorations. Please be aware that some decorations can cause a permanent stain on the tent. Please ask if unsure to avoid a charge for damage. Decorations must not affect the structural integrity of the tent.

**ADDITIONAL CHARGES:** Additional charges apply to the following (this list is not exhaustive):  
Site is not ready or accessible when crew arrives / Equipment is not ready for prearranged pickup  
Delivery or pickup is from any location other than ground level  
Equipment is not stacked or returned to containers in which they were delivered  
All decorations including tape, stickers, etc. are not removed from equipment  
After hours delivery or pickup is required  
Overdue or late equipment

**Responsibility for equipment remains with the client from the time of delivery or pickup to the time the rentals are returned. This includes all racks, boxes and packing materials. Please be sure all equipment is secured when not in use and protected from the weather.**