

Rent Rite Events Frequently Asked Questions

How do I place an order?

The best method is by telephone. However, you can place an order via fax or email. Orders can be placed by telephone Monday Through Saturday during normal business hours. Fax and email orders can be sent 24/7 and will receive a response during the next scheduled business day.

When do I need to make a reservation?

We suggest placing orders well in advance to insure product availability. However, we also may be able to deliver within hours depending on product and work load.

What is your change policy?

Small reductions can be made up until noon one day before scheduled delivery or customer pick-up. This allows us to release those reserved items to another client. Additions will be accepted until 5 p.m. two days before delivery or until time of customer pick-up.

What is the damage waiver?

The damage waiver is a required non-refundable fee, which is 10% of your rental fee. Damage waiver relieves you of liability for accidental damage and loss due to fire, wind storm, upset or riot. It does not cover theft, vandalism, negligence, mysterious disappearance, or damage due to misuse of equipment. Conditions not covered: Cigarette or cigar burns, candle wax or burns, paint or dyes bleeding from crepe paper or other decorations.

Can I pick up our equipment?

We offer customer pick up Monday through Saturday during normal business hours. Please contact one of our Event Coordinators for specific details.

What is your cancellation policy?

Events under \$1,000 will receive a full refund if canceled within three days of the scheduled delivery. Cancellations on larger orders are at full discretion of the Rental Coordinator, dependent on estimated loss of revenue by not being able to reserve for another client. Fees may also be charged for labor time already spent preparing the order or loading onto truck. Be assured that you will be treated fairly!

What are your payment policies?

We accept VISA, MasterCard, Discover, and American Express. Net 30 Accounts are available for those clients maintaining at least \$2000 per year in business spread over at least 6 orders. We also require these minimums before a Charge Account will be considered.

How do I arrange a tent site visit?

Tent site visits can be arranged by contacting one of our Event Coordinators. The site visit allows us to determine what size tent will fit your location and what hazards and/or obstacles may exist. There is not a charge for site visits on orders that include some type of tent larger than a 20 x 40.

What are your showroom hours?

Monday through Friday 8 a.m. to 5 p.m. and Saturdays from 8 a.m. to 3 p.m. Walk-ins are welcome. However, we encourage you to call our office at 847-640-8875 for questions.

Is there a fee for delivery?

Yes. The delivery fee is based on the zip code of the destination and is a flat rate that includes both drop off and pick up.

What are your hours of delivery?

Normal delivery hours are 8 a.m. to 5 p.m., Monday through Friday, and Saturday 8 a.m. to 3 p.m. Deliveries can be made outside normal hours for an additional fee. Please contact an Event Coordinator for delivery availability and pricing.

Can I specify a delivery and pick up time for my rentals?

While we try our best to accommodate all our customers' requests, there are busy times where we cannot meet all requests. For all deliveries, we provide a two hour delivery window. Customers are contacted the day prior to confirm a window. Our drivers typically perform pickups after all deliveries are completed. There are instances that may require a specific time for pickup of items. We will do everything we can to accommodate those requirements.

How far do you deliver?

We deliver anywhere in the Chicagoland area. However, we do have minimums and reserve the right to refuse delivery to a location based on order size and product type. Please contact a Rental Coordinator for current pricing and additional information.

How is equipment delivered and how should it be returned?

All equipment is cleaned and tested before delivery. All china, flatware, and stemware is delivered in protective crates and should be put back into the proper crates before we arrive for pickup. They should all be rinsed and free of any food or debris. Please give special care to linens and insure they are not stored in plastic bags if any dampness exist. Mold can occur very rapidly and is difficult to remove. Additional charges will apply if items are returned dirty. All equipment will be counted and inspected at time of pick up. Additional charges will apply for any missing items or unrinsed dishes.

Do you offer event set up and breakdown?

Yes. However, there is an additional fee. Please contact one of our Event Coordinators to get pricing.

What size linen fit what size tables?

Please visit our "Linen Guide" to see what linens fit. If you have any further questions, please contact one of our Event Coordinators.

How do I handle damp or wet linens after an event?

If linens are wet please let them air dry before bagging them. This will help to avoid mildew and other damages to the fabric. Additional charges may apply for damaged linens.

How big should my dance floor be?

We estimate you need about 3 sq. ft. of dance space per person. You should estimate that only half of your guests will be dancing at one time. For example: 50 people need 12' x 12', 100 people need 20' X 20', and 150 people need 24' x 24'.

Do I have to pay for rentals that I don't use?

Yes. Regardless of use, all items that are picked up or delivered will be charged for.

Do you provide Certificates of Insurance?

Yes. In fact, any event being held in a County Forest Preserve will require Rent Rite to provide you with a Certificate of Insurance before a permit will be issued to you. There is no charge for this service. All requests must be submitted at least five days prior to delivery.