

FREQUENTLY ASKED QUESTIONS:

These are some common questions asked by customers. Also, please read Reservation Terms.

Q. How do I place an order?

- A. You may place your order over the phone if paying with credit card.
You may also come by our Showroom and place your order.
We have the capability of doing a Quote thru our website.

Q. Do you provide onsite consultation?

- A. You may call our showroom to set up a consultation at our showroom.
We also have staff available to do site survey for some tent installations.

Q. When do I need to place my reservation?

- A. Large events (Wedding, Fundraiser, etc.) - We recommend placing your order as much in advance as possible to assure we have the equipment available for your event. We allow alterations to your order up to 10 days prior to your event, so you can finalize your quantities at that time.

Smaller events (Birthday, BBQ, etc.) – We recommend placing your order a few weeks in advance, but you can place your order anytime up until your event. You may also place your order the same day as pick-up. It is strongly recommended to order in advance during our peak seasons.

Q. Do you have a minimum rental order?

- A. No, you may rent as few or as many items needed for your event.

Q. What information is needed to place an order?

- A. We require a Tennessee Driver License, name, address, phone number, and 50% non-refundable deposit to place a reservation. Payment in full is required if picking up items the same day as order placed.

Q. Who may pick-up or return the order?

- A. For orders that are paid in full, you may send someone to pick-up or return your order. They will need to know the name that the order was placed under.

Q. Can I get a refund for any unused items?

A. No, unfortunately any items that leave our premises must be paid for. The items are not available to rent to other customers while in your possession.

Q. How much area do I need for each table with chairs?

A. You need to allow 100 sq.ft. per table. Typically, a 10' x 10' space.

Q. What size linen do I need for a table?

A. Linen size is based on dimensions of table. You will also need to decide if you want the linen to go all the way to the floor or just to the chair seat. We have a chart showing the linen sizes and how they will fit on various size tables under our Resource tab.

Q. Are you able to get items that are not shown on your website?

A. Please give us a call if you do not see the item you need. We are continuously adding items to our inventory as trends are always changing.

Q. Do I need to bring everything inside if it rains?

A. YES, many of our items are weather sensitive. It is your responsibility to keep rental items protected from weather during your rental.

Q. What is the damage waiver?

A. This rental fee covers normal wear and tear damage to the equipment. It does not cover lost/stolen rental items, burnt linens or holes in linens. It also does not cover Renter neglect, misuse or abuse of equipment.

Q. What are your delivery fees?

A. Delivery fees are based on location, size of order, truck accessibility, and time constraints. We can quote the delivery and pick-up fees after speaking with you about the event.