



Installation, Cancellation and Return Policy

Delay in Site Installation

To keep rental cost down, we need your help in keeping our labor to a minimum. When the crews are ready to begin installation – You have a **20-minute grace period** for any unforeseen delay. You will then incur \$30/hour per man for us to stand by.

Repositioning Tents/Canopies

We need your primary point of contact and/or set-up diagram. We will install tents according to their instructions. After installation is complete, if you elect to reposition the tent the following charges will apply:

Canopies: 50% of rental cost per move. Tents: 100% of the rental cost per move.

Change Order

We will do our best to accommodate any last minute changes. But, once the trucks are loaded and/or in route to site – if changes require another delivery, you will be notified, and charged accordingly.

Cancellation Policy

You may cancel your order, without penalty or obligation, within three (3) business days from the day you signed this contract. **After 3 days you can cancel** by Phone: 808-677-8785, by Mail: Hawaii Tents & Events • 94-263 Pupuole Street • Waipahu, HI 96797. by Fax: 808-677-1973. **Please provide your contract number. After this period your deposit is nonrefundable Use of a credit card for payments, deposits or credit will result in a 7% fee for cancellations.**

Hawaii Tents & Events Return Policy of Rental Items:

Chinaware, Glasses and Silverware

After your event all dishware must be rinsed and cleaned of food items. Do not scrape plates with anything metallic. It will scuff the plates and cause damage. Glassware must be rinsed and set upside-down in its storage box. Silverware should be rinsed and sorted. Place items back in their storage bins for pickup. **You will be charged for any lost or damaged items. If items are returned unclean, a cleaning charge of fifty percent of the rental cost is due.**

Linen

Linen must be dusted of debris and folded for pickup. **Burn marks, pen marks, candle wax, tape, glue and other abuse of linen will warrant a cleaning or replacement charge.** Do not store linen in plastic bags. This will cause mildew and damage the linen.

Tables & Chairs

Items should be placed back in the area that they were initially dropped off. Tables should be free of staples, food and tape and should be stacked in piles of ten. Chairs should be stacked neatly forty-high. **An additional delivery charge will be assessed if items are not properly stacked.**

Tents

All decorations attached to the tent poles must be removed and disposed of before pickup. At no time should tent poles be stapled or nailed. All trash and other items not belonging to Hawaii Tents should be removed from under the tent before pickup. At no time should anything be attached to the fabric of the tent.

Please do not use tape or staples or nails on any of the rental equipment.

Use of Images

Tents Hawaii, Inc. reserves the right to display in our promotional materials any images we acquire depicting the use of our tents and equipment.

Sign _____

Date _____