

FREQUENTLY ASKED EVENT AND RENTAL QUESTIONS

Below you will find a list of commonly asked events and rental questions that many of our clients would like to know. Here at KCH Event Equipment Rental, LLC ("KCH Rental"), we value full transparency and educating the public on our process and how we keep creating exceptional memories. We know that this list cannot cover every question concerning your event or rental.

If you don't find the answer to your specific question here, please call us at 301-327-1195. We love to hear from our clients!

Why choose KCH Event Equipment Rental?

KCH Event Equipment Rental, LLC ("KCH Rental") is a Black woman-owned business that is a supplier of event rental equipment. We pride ourselves on quality equipment with top-notch service. We strive to be a growth-oriented event equipment rental company by efficiently serving value-conscious customers for all their party rental needs in the Washington, D.C, Maryland, and Northern Virginia area. KCH Rental is the premier choice for clean, convenient, and affordable equipment for all events. As an active member of the American Rental Association, we are passionate about providing our customers with an incomparable experience. You will see the value we offer in the vast selection and quality of our products. Please consider KCH Rental for all your party/event needs for any occasion.

What is Customer Pickup? How does it work?

Customer pickups give you the opportunity to pick up your rental items and then return them to us after your rental. In exchange for us having to pay one of our drivers, we give you 3 days of rental for the same price as a 1-day rental for our delivered items.

The process is easy.

1. Select any of our customer pickup items using our reservation system.
2. Pick the date you would like to pick up.
3. Select the date you will return the item (up to 3 days later for the shown price).
4. Input your information, and where the event will be held.
5. Pay a small deposit or choose to pay in full.
6. That is it. Your item is reserved.

Pick your items up on the first day of your rental and return them on the last day. Please review our “Delivery, Setup, Pickup” document for additional information.

Pick Up and Return Period	
Pick Up on:	Due Back on:
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Saturday
Friday	Monday
Saturday	Monday

When can I pick up and drop off my rental?

You may pick up and return your rental items from our warehouse in Capitol Heights, MD any day. We will provide you with the exact address prior to pick-up date. Most of our pickup customers pick up their items on Saturday and return them on Monday. This gives them the entire weekend to enjoy the fun with their family and friends.

What if we need to cancel my reservation?

As part of our customer commitment, we offer a 24-hour risk-free cancellation policy which means that after you have placed your order, you have up to 24 hours to cancel for any reason and receive a full refund. No fees. No questions. 100% of the payment is refunded back to the original payment method. Cancellation requests must be made by 11:59 p.m. the day after the order is placed. For example, if an order is placed on Monday, you have until 11:59 p.m. on Tuesday to cancel the order. Requests must be made via email to kcheventrental@gmail.com. We will not accept a text or social media messages. Our system will not accept a request based on this. Our 24 Hour Risk-Free Cancellation Policy is only available for orders placed online.

CANCELLATION POLICY: All reservations require a non-refundable and non-transferable deposit in advance of the event. You may cancel your reservation; however, your deposit is non-refundable except in situations of our 24 Hour Risk-Free Cancellation. Deposits are 50% of the total cost of your invoice. The balance due upon

release of the order, or in the case of deliveries, 3 days prior to delivery. If payments have been received that are higher than the deposit required to book the event, the excess will be refunded back to the original payment method. For orders canceled within 14 days of the event date, the total amounts paid will be forfeit unless cancellation is due to inclement weather conditions. Please be sure of your plans before making reservations.

How far in advance should I place my reservation?

You are welcome to place your reservation as far in advance as you like. It is recommended to call at least six months in advance for the best availability, especially during the busier months. The sooner you reserve your rentals, the more likely you are to be able to obtain the item you want. Keep in mind that our items, especially tents and some other items, are in limited supply so getting your deposit placed as early as possible ensures those items will be reserved for only you. All rentals are subject to availability and reserved on a first-come-first-serve basis, therefore we cannot guarantee availability unless an item is reserved with a deposit or paid in full. Once an item is booked, we will not be able to offer that item to someone else.

When is the latest I can make changes to my order?

Since we strive to prepare rental items to order, changes to contracts must be made at least 72 hours before scheduled delivery or customer pickup. This ensures that the order information we have is accurate, we have your request in inventory, and we can begin to schedule or prepare your delivery / in-store pick up. We understand there may be things that happen that are out of your control, and in those instances, we will do our best to accommodate your changes based on your needs.

How and when do I pay?

Payment is due before items are released to a customer. A 50% non-refundable deposit is required on the initial order, the balance due upon release of the order, or in the case of deliveries, 3 days prior to delivery.

Do you deliver?

Yes! We will deliver your rental items to your home, business, or other location. Delivery rates vary depending on location, the volume of equipment rented (if multiple trucks are needed), delivery location, and other order specifics. Please review our "Delivery, Setup, Pickup" document for additional information.

What ground surfaces do you set up on?

If possible, all tents should be staked in the ground for safety. We can set up on grass (our favorite and best for the kids), dirt, turf, inside play surfaces, asphalt, and concrete.

If staking is not possible, weights will be required in the place of stakes. Set-up location and conditions are the responsibility of the customer and must be identified upon placing a rental reservation and cannot be modified once the driver has left our warehouse. KCH Rental is not responsible for damage to underground cabling and/or utilities including irrigation systems.

Is it customary to tip the delivery team?

If you believe the service level warrants a tip, it would certainly be appreciated by these hard-working team members that often work long hours in challenging conditions. However, tipping is not required.

What if I damage or break an item?

A "DWC" or "Damage Waiver" is automatically included with your order by default. We do not require you to accept this coverage, you may decline it when making your reservation, but it covers any accidental damage to rental items. It does not cover loss, theft, misuse, or abuse. Example: If someone rents a wine glass it might cost around \$0.50 per glass to rent, but if it breaks, the full replacement cost might be around \$8. The "Damage Waiver" covers you from paying the full replacement cost if the item is accidentally damaged. If this happens, please keep the broken pieces, and inform us as soon as possible.

What is the Damage Waiver?

The damage waiver covers any accidental damage. It is 10% of your equipment rentals. The customer has the right to waive the damage waiver. If the customer decides to do so, they will be held liable for any damages that may occur. If the customer decides to keep the waiver it is non-refundable. It does not cover theft, vandalism, mysterious disappearance, or damage due to misuse of equipment.

Will you set up my rentals?

Setup and takedown services are available at an additional charge. These arrangements MUST be made in advance. Please review our "Delivery, Setup, Pickup" document for additional information.

What form of payment do you accept?

We accept all forms of electronic payments. We do not accept cash, check, or money order.

Is a deposit required for my order?

Once your order has been finalized, we require a 50% deposit to confirm your order. Payment is due in full prior to pick-up or the delivery date for your event.

Do I need to clean the linens I rent?

No. Please do not attempt to wash/laundry the linens. We will wash all linens upon return. We do require that all linens be dry and free of debris, food, etc. **If any of the linens are damp, please air dry before placing in the provided return containers.** This will help avoid mildew and other damages to the fabric.

What if my company is Tax Exempt?

If your organization is tax-exempt you must:

- 1) Place your order under the organization name with proper information
- 2) Provide a current tax-exempt certificate
- 3) Pay with a tax-exempt credit card with the name of the organization on it.

We cannot accept credit card for payment if the name on the card is different from the name or company that is on the tax-exempt certificate due to tax laws.

How is equipment delivered and how should it be returned?

All equipment is delivered and stacked neatly at the customers requested destination.

All equipment should be broken down and stacked exactly where it was delivered unless different arrangements are made. Additional charges will apply if the equipment is not broken down and stacked neatly. All equipment must be accounted for on pick up. Additional charges will apply for any missing equipment. Please review our "Delivery, Setup, Pickup" document for additional information.

Do I get my money back if I do not use the equipment?

All contracted rental equipment is non-refundable even if it is not used.