

CHIPPY WHITE TABLE

HOW-TO-GUIDE FOR RENTALS



SELF PICK-UP & DROP-OFF

- I. We allow the option for clients to pick up their rental orders and return them to our showroom after their event. Minimum order amounts are not required from November through April. Orders placed for June to October require a \$200 rental order minimum for self-pick-up.
- II. Pick-up is allowed three days before your event and requires rentals are returned no later than two days after your event.
- III. Will call pick-up and drop-off times must be scheduled with a Chippy staff member, as we do not have warehouse hours.
- IV. Rentals must be picked up in a covered vehicle, and the client is responsible for proper supplies (tie-downs, tarps, blankets, etc.) to ensure safe transport for all of our items.
- V. All dishware must be returned scraped of food debris, rinsed, and placed in provided dish racks.
- VI. There is an 8% damage protection fee per order.
- VIII. Will call pick-ups over \$300 will be charged an additional \$50 fee due to labor costs.

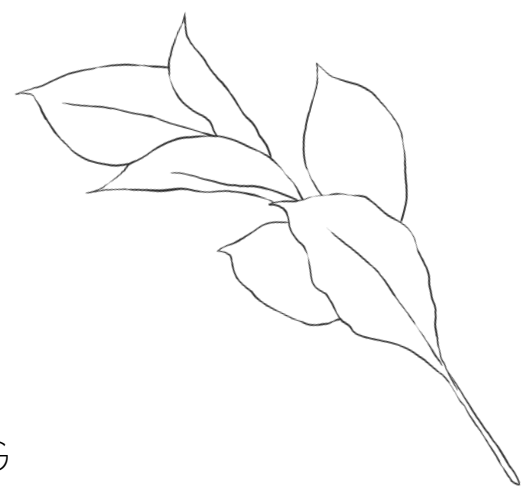
DELIVERY

- I. Clients can place orders and hire us to deliver and pick up rentals at the event location.
 - i. The minimum rental order amount requirement is \$1,000. This does not include the damage protection or delivery fee.
 - ii. Delivery and pick-up services are offered only to locations within a 1-hour radius of Tunkhannock, PA.
 - iii. There is an additional \$400 charge for pick-ups after 9 pm within 30 miles from our showroom.
 - iv. PM pick-ups are not offered to locations further than 30 miles from our showroom in Tunkhannock, PA.
- II. Cost for delivery service is determined by:
 - i. Size of order.
 - ii. Use of the CWT delivery truck. Larger orders might require the use of two delivery vehicles.
 - iii. Time and labor involved in preparing and packing our delivery truck before the event.
 - iv. Time and mileage in gas traveling to the event location and back to our home base. Our showroom is at 5 Tioga St. in Tunkhannock, PA.
 - v. Unloading items off the truck at the event venue.



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DELIVERY

(CONT.)

vi. Time and labor to unload the truck and organize rentals.

vii. All necessary moving supplies.

viii. Delivery does not include a styling fee.

III. Chippy Chicks require adequate access to the delivery site. If such access is not available, the client must inform us as additional manpower/time will be required for delivery. Failure to notify us of such delivery conditions may result in additional fees.

V. We require clients to have rentals packed and ready for pick-up at the agreed-upon scheduled time.

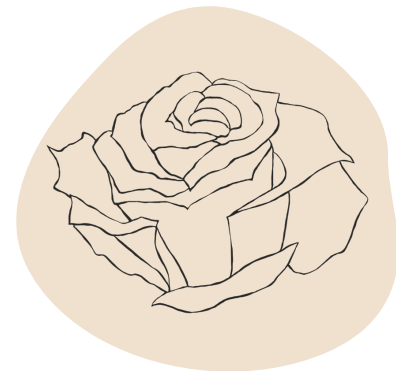
VI. At the designated time of pick-up, our Chippy staff will pack and load your rental order.

STYLING

I. Styling services for the day of the event must be reserved when the rental order is placed.

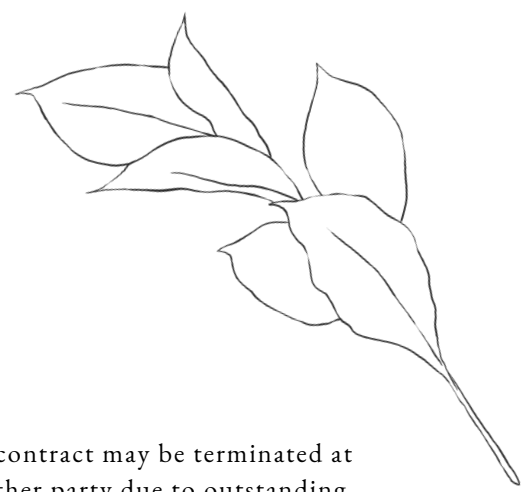
II. Our stylist fee is based on the cumulative 30% - 50% cost of total rentals for your event.

i. \$1,000 is the rental order minimum to qualify for our styling and design services.



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POLICIES



I. Deposits and damage waivers are non-refundable.

II. Clients have up until 90 days out from an event to make any changes. After that point, we allow swaps for items of equal or greater value or rental additions. Items removed after the 14-day mark will not be refunded.

III. All of our orders contain an 8% non-refundable inclusive damage protection and cleaning fee. This allows you to not enjoy your event without the stress of guests having too good of a time and possible mishaps. Our damage waiver will usually cover most typical damage that might incur.

IV. All dishware must be returned scraped of food debris, rinsed, and placed in provided dish racks.

V. Exceptions apply to irreversible damage. Any damage beyond the 8% protection fee and/or missing items will be the client's responsibility. If the item is beyond repair and needs to be removed from inventory, we will assess the value at three to five times the rental rate or the actual replacement cost. If the item is fixable, the client will be liable for the repair cost.

VI. A client's contract may be terminated at any time by either party due to outstanding circumstances caused by an uncontrollable, unfortunate event. If the client terminates the contract, including event cancellation for any reason other than an outstanding circumstance, no refunds of amounts received will be given for any reason.

VII. If Chippy White Table must terminate the contract due to an outstanding circumstance, deposits will be refunded and every effort will be made to refer a client to another rental company.

VIII. This contract may be terminated by Chippy White Table if a client fails to make payment at the required deadline.

