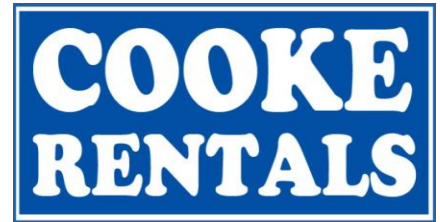


# Frequently Asked Questions

## FAQ

(Equipment questions followed by event/party questions)



## **Equipment Rentals**

(Followed by Event/Party questions on page 4)

### **Why should I choose Cooke Rentals to rent my equipment?**

We are a local, family owned and operated rental company who have been in business for over 40 years. We take pride in our equipment and our customer service. We have professionals who can help you chose the right product to get the job done.

### **When should I make a reservation?**

The sooner the better. Early planning ensures equipment availability. A reservation confirms the items you need will be available for the day you request.

### **If I rent equipment, when is it due?**

Typically, equipment is due back at the same time the following day, week, or 4 weeks from the start time of your rental. Please refer to the contract you signed for return date and time.

### **Can you help me determine the equipment items I might need?**

Our rental professionals are knowledgeable and always available to help you. We can suggest items to help with any indoor or outdoor project.

### **Can I make changes to my Equipment order?**

Changes are best made at least 24 hours prior to your rental. Additions to your order are always welcome, subject to availability. We will always do our best to accommodate your needs.

### **I rented a piece of equipment and it broke down. What do I do now?**

During regular business hours (M-F 7:30 a.m. - 5:00 p.m. and Sat. 7:30 a.m. to noon), call our office and speak to a mechanic. After hours and Sunday's, please call the 24 hour emergency phone number located on your contract for verbal assistance and to document break down time.

### **Is there a cleaning charge if I return something dirty?**

Equipment should be returned as clean as when you received it. Additional charges may apply to equipment returned dirty.

### **What if I return something late?**

Every situation is different. The best solution for both parties is communication. If you are planning on being late, give us a call. Final determination of any additional charges will be discussed upon return.

### **Do I have to return equipment fully fueled?**

Equipment is rented to you fully fueled. It must be returned to us full or refueling charges will apply.

### **I want to rent equipment for Saturday, when do I pick up and return?**

You may pick up anytime on Saturday between 7:30 a.m. and noon and return Monday before 9:00 a.m. for a one day rental price. Or you can pick up Saturday morning as early as 7:30 a.m. and return by closing 12:00 noon for 1/2 day rental price.

### **What does R.P.P. on my contract represent and what does it cover?**

R.P.P. is our Rental Protection Plan and it is standard and included on every rental. The Damage waiver covers accidental damage. It does not cover misuse of our equipment. You may read more about this on the contract #23 "Peace of Mind Rental Protection". If you are a Commercial customer, you may opt out of these fees by asking your rental professional to explain.

### **What is the charge for delivery and pick up?**

Our fees are determined by the size of the rental order, the distance we are traveling and any special requests.

### **When will my items be delivered?**

Our delivery schedule is made in advance and our trucks make many stops during the day. You may request an AM or PM delivery and we will always do our best to accommodate your specific time requests if we are able to do so.

## **How and when do I pay?**

Full payment is due before items can be released to the customer. Credit or debit cards are required to rent equipment. We accept American Express, Discover, MasterCard and Visa. We do not accept personal checks. We welcome Corporate checks from companies who hold accounts.

## **What is my responsibility when equipment is returned?**

Upon return, equipment will be inspected and any fuel etc. will be accounted for. If you have not re-fueled the equipment, charges will be added. If there are missing, broken or damaged items, you will be charged at full replacement. In order for the Rental Protection Plan to pay for damages, broken parts must be returned to the rental center. Missing items will not be covered. Deductibles may apply.

## **What do I need to do with equipment when I am not using it?**

Be sure equipment is secured when not in use and protected from the weather. Remember, you are responsible for all rentals while in your possession.

## **Do you sell used equipment?**

Yes, we do sell used equipment that has been professionally maintained and in good operating condition. Please contact our store at 704-483-2722 for inventory and pricing or visit us online at [www.cookerentals.com](http://www.cookerentals.com). Click on the Used Equipment Box.

## **Do you sell contractor supplies?**

Our store is full of 1,000's of quality, name brand contractor supplies, including safety gear, diamond blades, power tools, drill bits, glove, ladders, hard hats, shovels, chain saws, ... and much more. Call us if you have questions or need to see if we have stock in the items you need. We can deliver to your job site. Delivery fee depends on location.

## **What if I have a question that has not been answered in the FAQ's or would like to give feedback?**

Please feel free to contact us during business hours with any questions, concerns or feedback. Or you may use our online feedback form.

# **Event/Party Rentals**

## **Why should I choose Cooke Rentals my Event/Party Rentals?**

We are a local, family owned and operated rental company who have been in business for over 40 years. We take pride in our customer service and provide professionals who can help you every step of the way to ensure that your event will look beautiful and run smoothly. We have an array of referrals for wedding and party venues, caterers, event planners, bakers, photographers, etc. Our showroom is full of ideas for your next event including tablescapes, and display items from wedding arch's and candelabras to centerpieces, chafing dishes and glassware.

## **When should I make a reservation?**

The sooner the better. Early planning ensures availability. A reservation confirms the items you need will be available for the day you request.

## **When do I pay for my event rentals?**

Payment in full is due upon reservation. We accept American Express, Discover, MasterCard and Visa. If your total rentals are more than \$1,000, and your event is at least 90 days out, you may pay 1/2 deposit upon reservation, but payment in full must be received with 30 days of your event.

## **If I rent items for a wedding or other event, when are they due back?**

Most of our event/party rentals run from Friday to Monday for a one day price. There are some exceptions to the rule such as (ie: sno-cone, cotton candy, popcorn, frozen drink, soft serve ice cream machines and inflatable's and games), which are one day rentals.

## **What is your refund policy?**

We do not offer refunds for event/party rentals. We will issue an in-store credit for the full amount good for up to one year from the date of cancellation on anything we rent including equipment.

### **What if my event has to be postponed or cancelled?**

If your event is postponed, we are happy to re-schedule the same items for another date (providing the items are available). If your event is cancelled, we will issue an in-store credit for the full amount paid, good for one year on anything we rent, including equipment.

### **What if I reserve more items than I need and want to cut my order back or make changes?**

Once a reservation is placed, we are holding those items for you for the date requested. This means if someone else calls and wants to rent the same items, we will not rent them unless we have extra inventory available. You may make small changes to your reservation, but keep in mind we do not offer refunds so any funds owed to you will be issued as an in-store credit good for up to one year on anything we rent.

Changes to your event rentals should be finalized at least 72 hours prior to your rental. Additions to your order are always welcome, subject to availability. We will always do our best to accommodate your needs.

### **Can you help me determine the event items I might need?**

Our rental professionals are knowledgeable and always available to help you. We have a full time event coordinator on our staff that has over 25 years of experience in the event planning business and she can suggest items to help make your event a success.

### **Is there a cleaning charge if I return something dirty?**

Most of our party/event rental items such as tables, chairs, tents, linens, etc. do not need to be cleaned prior to returning. Any items that need to be rinsed or cleaned comes with instructions on how the items should be returned. Additional charges will apply to party rentals returned dirty.

### **What if I return something late?**

Every situation is different. The best solution for both parties is communication. If you are planning on being late, give us a call. Final determination of any additional charges will be discussed upon return.

### **Do you rent linens? And what is the return policy?**

Yes...we have 1,000's of linens in a large variety of colors, sizes and styles. Customer are responsible for returning all linens in proper condition in linen bags provided. Customer, or responsible party for linens should shake all food, confetti, flowers and any residue from linens

before placing in linen bags. Any damp or wet linens should be hung and completely dry before placing in linen bags to prevent mildew.

Most food and beverage stains can be removed through our normal cleaning process, however, additional charges, up to replacement charges may apply if linens are returned wet or mildewed, excessive stains that require additional cleaning, linens with holes, burns, tears, wax or other types of damage as determined by Cooke Rentals. Please note Rental Protection does not cover our linen rentals.

**If I need a linen and you do not have it in stock, can you order it for me?**

Yes, we can order any color, style or size linen that you need and rent it to you as long as you request at least two weeks prior to your event. Any requests for linens not in stock and ordered the week of your event, shipping charges will apply.

**Do you sell linens?**

We are a rental company and we do not sell linens.

**What if I need a tent for my event? How do I know what size I need?**

We offer a wide variety of styles and sizes of tents. The size is determined by what you will be placing underneath the tent. Our tent prices include set up and take down. Below are some questions we will be asking in order to determine what your needs will be.

- \* On what type of surface will you be placing the tent?
- \* How much space do you have to accommodate a tent?
- \* Is the surface level?
- \* How many people do you need to accommodate and in what configuration ie: all tables (round or banquet), partial tables, cocktail tables, theatre style, standing only, etc.
- \* What other items are you placing under the tent ie: dance floor, DJ, bar, serving tables, cake table, etc.
- \* Is there a power source at the site? What are your power requirements?
- \* Can we drive to the point of placement, or will we have to travel with rentals to the location. If we are walking more than 50 ft. additional charges will apply.
- \* Do you want any portion of the tent enclosed with sidewalls? Solid, clear, window, doors?
- \* Do you need lighting, heating or air?

PLEASE NOTE: We do not allow cooking under our tent tops. All tent prices include set up and take down, but does not include delivery and pick up charges.

### **Can I pick up a tent and install it myself?**

The only tents we rent in which the customer can pick up and install themselves are our EZ up tents (10 X 10 and 15 X 15). These are comparable to the tents you see at Festivals or other small events and they pop up with ease.

All other tent rentals must be installed by our event crew members, who have years of experience in the set up and take down of commercial tents in all sizes and styles.

### **I rented event items and noticed something was broken or not working. What do I do now?**

We take pride in making sure our rentals go out in good working condition, however, from time to time things do happen. During regular business hours (M-F 7:30 a.m. - 5:00 p.m. and Sat. 7:30 a.m. to noon), call our office and speak to our Event Coordinator. After hours and Sunday's, please call the 24 hour emergency phone number located on your contract for verbal assistance and to document the time frame of your problem. We will make every effort to fix the issue in a timely fashion.

### **What does R.P.P. on my contract represent and what does it cover?**

R.P.P. is our Rental Protection Plan and it is standard on every rental. The Damage waiver covers accidental damage. It does not cover misuse of our equipment. You may read more about this on your quote or contract #23 "Peace of Mind Rental Protection". Rental Protection does not cover event linen rentals.

### **What is the charge for delivery and pick up?**

Our fees are determined by the size of the rental order, the distance we are traveling and any special requests.

### **When will my items be delivered?**

Our delivery schedule is made in advance and our trucks make many stops during the day. You may request an AM or PM delivery and we will always do our best to accommodate your specific time requests if we are able to do so.

Full payment is due before items can be released to the customer. Credit or debit cards are required to rent equipment. We accept American Express, Discover, MasterCard and Visa.

### **Do you set up tables and chairs and other rental items?**

Yes, if requested, we are happy to set up tables, chairs, etc. but there is an additional fee for this service. Please contact us at 704-483-2722 to discuss your needs.

## **Do you provide on-site event services such as placing tablecloths on tables, tying sash bows on chairs, installing draping, placing centerpieces on tables, etc?**

Yes, we can provide any and all of these services for additional fees. Fees will depend on quantity and time estimates.

## **What is my responsibility when event rental items are returned?**

Upon return, rentals will be inspected and accounted for. If there are missing, broken or damaged items, you will be charged at full replacement. In order for the Rental Protection Plan to pay for damages, broken parts must be returned to the rental center. Missing items will not be covered.

## **What do I need to do with party rentals when I am not using them?**

Be sure all rentals are secured when not in use and protected from the weather. Best place to store is inside or underneath a covered area until we pick up or you return items. Remember, you are responsible for all rentals while in your possession.

## **Do you rent inflatable's and other interactive games?**

We have a wide variety of inflatable's and interactive games. Please refer to our website [www.cookerentals.com](http://www.cookerentals.com) to see the many selections we offer, and call us for availability.

## **What are some of the things to consider when renting an inflatable?**

- \* What age group will you be entertaining?
- \* Do you want a wet or a dry inflatable?
- \* Will you be using the inflatable inside or outside?
- \* Will you be placing on grass or other surface? Is the surface level?
- \* Do you have power within 50 ft of placement? If more than one inflatable, separate circuits are necessary.
- \* Do you need delivery/pick up or set up and take down? Additional fees apply
- \* If delivery is requested, can we drive to within a few feet of placement?

NOTE: If you are picking up an inflatable you will need a truck or small trailer. We do not load inflatable's in SUV's or large vehicles.



**Do you sell used tables, chairs and other event rentals?**

Yes, we do sell used items. Please contact our store at 704-483-2722 for inventory and pricing. You may also check out our website at [www.cookerentals.com](http://www.cookerentals.com) and click on the Used Equipment Box.

**What if I have a question that has not been answered in the FAQ's or would like to give feedback?**

Please feel free to contact us during business hours with any questions, concerns or feedback. Or you may use our online feedback form.