

Rental Terms and Conditions

Thank you for considering Exquisite Events and Wedding Décor Inc. and/or Seat Treats for your chair cover and wedding decor rentals. Please review our rental terms below. If you have any further questions, please contact us anytime.

1. To place an order, a signed copy of the Contract/Event Order Form must be mailed or scanned to Exquisite Events and Wedding Decor Inc. This ensures the items are reserved for the date specified. A booking deposit of \$250 is required to guarantee the reservation.
2. The customer agrees that either a scanned or mailed copy of the contract with the customer's signature can serve as a legal binding consent to the contract and its terms and conditions regarding the items specified on the customer's order form.
3. We require your final counts 14 days prior to the event. An increase in the counts less than 14 days prior to the event are subject to availability and are not guaranteed. We will contact you for your final counts.

The customer may drop the chair cover/band amount by no more than 20% 14 days prior to the event date. A small fee may be charged equivalent to 10% of the rental cost of the dropped amount. This fee is to cover the costs that Exquisite Events and Wedding Decor Inc. must incur for reserving the items for this date.

4. Your balance will be due before pick-up. We accept cash, cheque, Mastercard, Visa and American Express. If you wish to pay via credit card, for your safety please do not email your credit card number. We will contact you for your credit card information.
5. If we are providing set-up/tear-down services, your final payment will also be due prior to set-up of the items.
6. You will be responsible for the rental items in your possession during your rental time period. Except for reasonable rental usage, all items must be returned in their normal condition and in their original package.

* If the vendor deems there is excessive damage or loss, a further damage charge may be assessed and charged upon return of items for cleaning and/or repairs.

A credit card number on file is required should there be damage or missing items. If there are any charges for damaged or missing items, Exquisite Events and Wedding Decor Inc. will inform you within 7 days after your event before we charge the credit card on file or if you prefer, alternative payment can be made.

A form regarding our specific damage/cleaning policies will also be sent to you when the contract is signed.

7. Pick-ups will be arranged for one to two days prior to the event and drop-offs will be on Mondays after the event unless Monday falls on a holiday weekend, then drop-off will be Tuesday. **We normally arrange to have pick-ups done on the Thursday evening before your wedding to save you time on Fridays as normally the day before the wedding is usually hectic with other pick-ups, decorating, etc. There is no additional charge for early pick-up.**
8. Goods at all times remain the property of Exquisite Events and Wedding Décor Inc. and/or SeatTreats.ca. Goods are rented for the time period stated on the order. We must be notified of any extension to the rental period.
9. Cancellations will incur the following charges - cancellations in excess of one month prior to the event - loss of deposit. Cancellations under one month and over two weeks prior to the event will be charged at 50% of the order value. Cancellations under two weeks prior to the event will be charged at 100% of the order value. This covers the cost that Exquisite Events and Wedding Décor Inc. and/or Seat Treats incurs for turning away potential customers in order to secure the rental items for your event.
10. The customer acknowledges that they are personally responsible for inspecting the rental items prior to their use and find them suitable for use before the event date. Please note that due to the nature of our product, there may be marks on the bottoms of the covers but these are not noticeable once the covers are in place on chairs.
11. Notification of any defects to Exquisite Events and Wedding Décor Inc. and/or Seat Treats must be made upon receipt of goods before the event date. The customer acknowledges that there are no warranties on these items from minor defects, as there may be some minor defects on items from normal wear and tear, that are not readily apparent. These defects do not constitute a breach of contract on Exquisite Events and Wedding Décor Inc. and/or Seat Treat's part. **Wherever possible, we will deliver a replacement item to you.**
12. The customer reserves the right to inspect the rental items before returning, however waiving this right will assume that any damage subsequently found will be charged by the vendor.

Thank you for choosing Exquisite Events and Wedding Décor Inc.!