

CUSTOMER RESPONSIBILITIES / NOTICES

- Know what you are renting. Please read through the item description on your contract. If you do not understand something, please call to go over the details of the order.
- If linen is lost or returned torn, burned or beyond cleaning, the full replacement value will be charged to your credit card in addition to rental charge. Do not place linens in plastic, as they will mildew quickly and cannot be cleaned.
- Many items come with a security/cleaning fee. It is a refundable fee and will be refunded after the items are returned on time, cleaned and without damage or missing parts. We will need time for our inspection. Your refund should be issued within 1-3 days of return.
- Notify Kutcha's immediately if equipment does not function properly or if there are any shortages, or NO refunds or allowances will be made.
- Payment for a Sunday party is due in full by the close of day on Friday.
- Lost or broken carriers/totes will be charged full replacement value.
- Customer pick-ups are **usually** on Friday with return on Monday. We will call you the week of your event to confirm. Some 24-hour rental items may have different return days.
- All equipment must be clean and returned in original condition and containers.