



CONFIRMING THE RENTAL

An official job order (with an assigned job number) that has been deployed as a **QUOTE** is not a confirmed rental reservation and it has **not** been added to the delivery or pickup job schedule.

A **QUOTE EXPIRATION** date appears on all quotes issued by Made in the Shade. All quotes must be confirmed with the valid time frame applied to the quote. Quote expiration time frames are found in the upper right-hand corner of each quote. **STANDARD CONFIRMATIONS** will be valid for ten (10) days from the date they are issued. **EXPEDITED CONFIRMATIONS** will be valid for four (4) days or noon the following day from the date they were issued. Pricing, inventory allocations, delivery, and/or pickup dates may be impacted on any rental confirmations occurring past the expiration date.

The **QUOTE** will not be confirmed as an **ACTIVE** Rental Reservation until the Completion of the **RENTAL AGREEMENT & DELIVERY PREPARATIONS FORM(S); RADP FORM 1** and the **PAYMENT FORM 2** (along with the deposit payment) have been received. At this time, the rental reservation will be palced on the delivery and pickup schedule. These forms will be referred to as the **RESERVATION DOCUMENTS**.

Once the **RESERVATION DOCUMENTS** and **DEPOSIT** have been received, pre-delivery services such as permitting, 811/GPRS (Ground penetrating radar systems) surveys to be scheduled and completed, and/or the acquisition of goods from a 3rd party contractors (HVAC, Flooring, seating, heavy equipment, etc) will be processed. Delays in the submission of the **RADP FORM 1, PAYMENT FORM 2** and the **DEPOSIT** may impact equipment and availability and planned delivery/pickup dates.

DEPOSIT

A **DEPOSIT** is required as part of the confirmation of the rental. Upon receipt of the deposit, the rental reservation will be elevated from **QUOTE** to **ACTIVE** or **INVOICED**.

50% DEPOSIT 50% deposit to reserve equipment, place rental on the job schedule, and initiate the pre-delivery services. The deposit amount will be based on the total of the job order at the time of confirmation.

100% DEPOSIT The deposit payment is set for 100% of the job order when confirmation occurs within 30 days of the planned delivery or will call pickup date.

The **DEPOSIT** made on the rental reservation is considered refundable with conditions. The non-refundable portion of a rental reservation will be a percentage of the equipment to be rented (0-100% of the specific product's rental amount, labor required to prepare and load, any permits or sub-contractor fees that have been dispersed and cannot be refunded, any travel to the job site (before, during, or after the rental) and/or any preparation hours invested into the planning of the rental. Please see the Cancellations section for specifics on the timing of a cancellation and how a refund will work.

CHANGES

The following information pertains to changes made to any rental reservation after the Rental Agreement & Delivery Preparations Form has been submitted.

SINGLE EQUIPMENT ITEMS Changes to individual equipment, or rental items, on the job order will be accepted up to 7 days prior to the delivery. Changes made within 7 days before the delivery date will be subject to availability and a restocking fee of 25% of the rental amount for that item. Changes will need to be submitted in writing to your sales rep or to Reservations@madeshade.com. Changes to equipment that has been sub-contracted through a third party vendor may be subject to different policies. This information will be made available upon request.

DELIVERY SITE/SITE CONTACTS Changes to the delivery location or site contacts will need to complete the **Change of Information Form**. This form is hyperlinked at the bottom of this section.

DELIVERY/EVENT/PICKUP DATES Changes to the action dates will need to complete the **Change of Information Form**. This form is hyperlinked at the bottom of this section.

CLIENT PROFILE/BILLING INFORMATION Changes to the Client Profile or Billing Information will need to complete the **Change of Information Form**. This form is hyperlinked at the bottom of this section.

MADE IN THE SHADE CHANGE OF INFORMATION FORM HERE:

CHANGE OF INFORMATION FORM

CANCELLATIONS

If a deposit has been applied to the rental and a portion of, or the entire rental is canceled, the customer may be entitled to the whole, or part of, the deposit payment amount. The below cancellation policy scenarios assume that a 50-100% deposit payment has been made on the rental at the time of cancellation.

SINGLE EQUIPMENT ITEMS Cancellations of individual equipment items will be accepted up to 7 days prior to the delivery. A restocking fee of 50% may be imposed. Equipment cancelled with 7 days before the delivery date will be charged a 50% restocking fee to cancel.

EQUIPMENT CANCELED AT THE SITE Cancellations of individual equipment items at the job site will be charged 100% of the rental of that item.

CONFIRMED RENTAL RESERVATIONS CANCELED 21 OR MORE DAYS BEFORE THE SCHEDULED DELIVERY OR WILL CALL PICK UP DATE:

Customer may be financially responsible for 100% of permit fee disbursements, including applicable processing fees charged by Made in the Shade. Customer will also be responsible for any incurred costs imposed by 3rd party vendors or contractors. Customer may be charged for any custom ordered items, and the client may also be charged for time & travel for any/all site visits that were organized on behalf of the customer and attended by representatives of Made in the Shade.

CONFIRMED RENTAL RESERVATIONS CANCELED 21 OR LESS DAYS BEFORE THE SCHEDULED DELIVERY OR WILL CALL PICK UP DATE:

Customer will be financially responsible for up to a 50%* restocking fee on tenting equipment and 100% of permit fee disbursements, including applicable processing fees charged by Made in the Shade. Customer will also be responsible for any incurred costs imposed by 3rd party vendors or contractors. Customer may be charged for any custom ordered items, and the client may also be charged for time & travel for any/all site visits and meetings attended by representatives of Made in the Shade.

Labor & services not performed, delivery, and pickup fees will be refunded without a restocking fee.

TO CANCEL YOUR RENTAL YOU WILL NEED TO COMPLETE THE RENTAL CANCELLATION FORM

Customer seeking a total rental cancellation MUST complete a **Cancellation Form** for a refund on the rental. Failure to complete a **Cancellation Form** prior to the scheduled delivery date will equate to a forfeiture of any deposit, or payments, in full that have been applied to the order and/or any remaining balances that have yet to be paid.

CANCEL

[Rental Cancellation Form](#)

REFUNDS MAY TAKE UP TO 60 DAYS TO BE ISSUED FROM THE DATE THE CANCELLATION FORM WAS RECEIVED.