



3930 SEAPORT BOULEVARD, SUITE A
WEST SACRAMENTO, CA 95691

MADE IN THE SHADE
TENT RENTALS

RESERVATION DOCUMENTS

RAIN POLICY

916.371.8500
RESERVATIONS@MADESHADE.COM

**THIS POLICY APPLIES TO RENTAL RESERVATIONS WITH CONFIRMED DELIVERY DATES AND EQUIPMENT RESERVED
THIS TYPE OF RENTAL RESERVATIONS REQUIRES FINANCIAL COMMITMENT FROM THE CUSTOMER**

RAIN PLAN TENTING - ADVANCED RESERVATIONS

Advanced reservations are reservations confirmed 30 days or more prior to the planned delivery date of equipment.

RAIN PLAN TENTING - EXPEDITED RESERVATIONS

Expedited reservations are reservations confirmed 30 days or less before the planned delivery date of equipment.

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**.

ADVANCED

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.

EXPEDITED

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.

REMAINING BALANCE DUE (ADVANCED)

7 Days prior to the **DELIVERY DATE**, the remaining balance on the rental will be due.

AUTOMATIC CANCELLATION (ADVANCED)

Failure to submit the remaining balance at the 7 day mark, day 6 will result in the automatic **CANCELLATION** of the rental reservation and a refund will be issued when the **CANCELLATION FORM** has been completed. Line items such as permit fees, processing fees, equipment preparation

Customer may be financially responsible for up to 50% restocking fee for tenting equipment and accessories, 100% of permit fee disbursements, including applicable processing fees assessed 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.

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

CANCELLATION AND REFUND DISBURSEMENTS

RAIN PLAN RENTAL RESERVATIONS (ADVANCED) CANCELED 28 DAYS OR MORE:

Customer will receive a full refund.

CONFIRMED RAIN PLAN RENTAL RESERVATIONS CANCELED 28 - 7 DAYS BEFORE THE SCHEDULED DELIVERY:

ADVANCED

Delivery, Pickup, Long Carry, After-hours, Equipment Rentals (conditional), and Install/Removal Labor Fees will be fully refunded. Customer responsible for 25% Restocking Fee based on the total rental amount for each tent/accessory line item on the order.

Refunds will not include any fire permit/processing fees or site visits that were scheduled as part of the planning for the rental. Charges for site visits (Site visits are a courtesy for confirmed rentals) will be billed accordingly based on a \$100/hour for MITS attendance + any transportation costs (up to \$3/mile)*.

EXPEDITED

50% of the total payment in full that was applied to order (Delivery, Pickup, Long Carry, After-hours, Equipment Rentals (conditional), and Install/Removal Labor Fees) will be fully refunded.

Of the Remaining 50%:

Delivery, Pickup, Long Carry, After-hours, Equipment Rentals (conditional), and Install/Removal Labor Fees will be fully refunded. Customer responsible for 25% Restocking Fee based on the total rental amount for each tent/accessory line item on the order.

Refunds will not include any fire permit/processing fees or site visits that were scheduled as part of the planning for the rental. Charges for site visits (Site visits are a courtesy for confirmed rentals) will be billed accordingly based on a \$100/hour for MITS attendance + any transportation costs (up to \$3/mile)*.

RAIN PLAN RENTAL RESERVATIONS CANCELED 6 - 2 DAYS BEFORE DELIVERY:

Delivery, Pickup, Long Carry, After-hours, Equipment Rentals (conditional), and Install/Removal Labor Fees will be fully refunded. Customer will be charged a 75% Restocking Fee based on the total rental amount for each tent/accessory line item on the order. Refunds will not include any fire permit/processing fees or site visits that were scheduled as part of the planning for the rental.

Charges for site visits (Site visits are a courtesy for confirmed rentals) will be billed accordingly based on a \$100/hour for MITS attendance + any transportation costs (up to \$3/mile)*.

RAIN PLAN RENTAL RESERVATIONS CANCELED 1 DAY BEFORE DELIVERY:

Delivery, Pickup, Long Carry, After-hours, Install/Removal Labor Fees will be fully refunded. Customer will be charged 100% for the remaining items on their order.

CANCELLATION ON DAY OF DELIVERY OR AT SITE:

CUSTOMER IS RESPONSIBLE FOR 100% OF THE JOB ORDER

CANCELLATIONS CAN BE WRITTEN OR VERBAL INITIALLY. ANY RENTAL CANCELLATIONS MUST BE FOLLOWED UP WITH A CANCELLATION FORM TO RECEIVE A REFUND OF ANY KIND.

**RAIN PLAN
CANCELLATION
FORM**

Customer seeking a total rental cancellation MUST complete a **CANCELLATION FORM** for a refund on the rental. Customers have 30 days to complete the Cancellation Form. **FAILURE TO COMPLETE A CANCELLATION FORM:** Forfeiture of 100% of the total job order if a cancellation form has not been received within a 30 day window from the date the cancellation was requested.