



## RENTAL FAQs

### **How much does it cost to rent kitchen equipment?**

Prices for a Standard Rental Period (five days out, including pick-up and return) are listed on the web. If you need equipment for a longer period, call us at 206.362.4900 or email [rentals@srscooks.com](mailto:rentals@srscooks.com).

### **What are your showroom hours?**

We are open Monday through Friday 9 am to 6 pm and Saturdays from 10 am to 5 pm. We are closed Sundays and most holidays.

### **How do I place an order?**

To place an order or reserve equipment, call us at 206.362.4900 and ask for our rental department, or email: [rentals@srscooks.com](mailto:rentals@srscooks.com).

### **How far in advance do I need to order?**

The best answer is "as far in advance as possible. We have large quantities of our inventory items but they do end up fully booked from time to time. We will make every effort to provide the items requested at the time of the order. In some cases, we will need to make alternative suggestions when inventory is not available.

### **What if I need planning help?**

We specialize in the logistics of shipping and installing kitchen equipment, and we can duplicate your kitchen for you almost anywhere in Puget Sound. Just tell us what you need, when you need it, and where to set it up. However, we are not "event consultants" or "party planners." If you need help coordinating a multi-faceted event, we'll be happy to refer you to one of our trusted resources. Just ask!

### **Can I change my order?**

Yes. You may make additions and modifications up to 2pm three (3) days before delivery or pickup. If product is available we will of course accommodate requests for increased quantities. Please refer to our cancellation policy to avoid any charges.

### **Will you deliver my rental items?**

Yes. We offer curbside delivery and pickup service. Delivery charges are based on a combination of distance and total cost of the rentals as well as the time specific window for our arrival or pickup. Delivery rates start at \$65 per order. Our delivery trucks can be quite large so please be sure that your venue will be accessible to them. Remember, responsibility for equipment remains with the customer from the time of delivery to the time of return. Please be sure equipment is secure and protected from the weather when not in use. Standard delivery rates apply during business hours only. Before or after-hour deliveries and pickups are available with prior arrangement. Our delivery trucks can be quite large so please be sure that your venue will be accessible to them.

### **Will you set up my rental items?**

Yes. Set-up services are included in our delivery fee.

### **Do I need to return my items clean?**

In general, we ask only that you return dishware and food service items lightly rinsed, debris-free, and replaced in the original cases we provided. Barbecues must be cool and empty of briquettes. We charge an additional cleaning fee for stoves and barbecues.

### **What happens if something of yours is missing after the event?**

Our delivery staff will count your rental items on-site at your request to verify that you are returning everything. We must charge for missing items not covered by the Equipment Protection Plan. If you find any rental items after the staff has left, please return them to our office, and we will credit your account.

### **Do you require a deposit for rentals?**

A 50% deposit is required to reserve inventory for your event and the balance of the contract is due three (3) days before installation/will call/delivery. We do require that you confirm your contracts electronically. We will forward you a "link" to review and sign your rental contract via our software partner, Sign & Rent. A credit card number is required to create a reservation and hold any order unless Customer has established a charge account. A 50% deposit is required at the time of reservation. The balance is due three (3) days prior to the delivery or will call date. A 50% cancellation charge will apply to any rental items cancelled less than ten (10) days before delivery or pickup. A 100% cancellation charge will apply to items cancelled less than three (3) days before delivery or pickup. No credit will be issued for mutually agreed upon customer items or event-driven purchases; these items are subject to payment in full at time of reservation for all clients and are non-refundable. No credit will be given for unused items. Unless the order has been confirmed and reserved, all prices and availability are subject to change.

### **Do you offer damage waivers?**

Customer has the option to accept our Damage Waiver by paying an additional 15% of the net rental rate for all applicable Rental Items. If Customer accepts the Damage Waiver, then SRS waives all claims against Customer for accidental breakage or damage to Rental Items, with the exception of third party sub rental items, that occurs despite usage and handling with reasonable care. Items not returned to SRS within five (5) days after your event are billed the full replacement cost. The Damage Waiver is not insurance and it does not cover:

- Rental items not returned
- Theft
- Damage resulting from vandalism or intentional or improper misuse
- Damage resulting from failure to secure Rental Items during transport, overloading or exceeding the rated capacity of the Rental Items
- Damage to motors or other electrical appliances or devices caused by artificial current
- Damage resulting from overturning
- Damage resulting from use of the Rental Items in violation of any provision of this Agreement or violation of any law, ordinance or regulation
- Damage due to weather