



## **POLICIES AND PROCEDURES – RENTALS**

Note: Dance Floor rentals are available only in the U.S. and Puerto Rico.  
Installation/dismantle labor is available only in the tri-state area (NY, NJ and CT).

### **PLACING A RENTAL ORDER**

- a) Call or email us to request a rental quote. Quotations are valid for up to 30 days. If quotes are 31 days or older, please call to ensure that prices have not changed.
- b) Orders require 7-10 business days to process. Shipping may be longer during peak season.

### **SECURITY DEPOSIT**

- a) We require a security deposit on all rental orders.
- b) The deposit amount is determined at the time of your order and depends on the size of your order.
- c) Payment for the security deposit must be made in advance. We only accept company or certified checks for security deposits. Sorry, we do not accept credit cards for the security deposit.
- d) Security deposits will be refunded promptly upon inspection of the dance floor upon its return to our warehouse.

### **RUSH ORDERS**

- a) We accept two types of rush orders for dance floor rentals. A rush-order service charge is as follows:
  1. 48-hour turnaround - 10% surcharge (including labor); min. \$75.
  2. 24-hour turnaround - 20% surcharge (including labor); min. \$100.

### **INSTALLATION & DISMANTLE LABOR**

Installation/dismantle labor is available only in tri-state area (NY, NJ and CT).

- a) We can provide installation and dismantle labor for the dance floor rental if required. Please discuss your requirements with our sales reps.
- b) Labor is included with all orders within a 50-mile radius of our Bronx, NY warehouse.
- c) Labor for rentals outside the 50-mile radius are subject to charge – please discuss costs with your sales rep.

### **ORDER PAYMENT**

- a) We require pre-payment on all rental orders. We accept all major credit cards, including: Visa, MasterCard, American Express and Discover. We also accept company checks and certified checks.
- b) We can set up Net 30 payment terms for you. To qualify for Net 30 terms, please complete and send in the Credit Application.

### **CANCELLATION POLICY**

We reserve the right to charge a cancellation fee of the greater of \$200 or 1% of the invoice price for any canceled order prior to shipment.

### **SHIPPING**

- a) Unless you select your own shipper, we will choose the best shipper based on your order, destination and delivery time.
- b) At the time you place the order, we will provide our best estimate for delivery times.
- c) Round-trip shipping is included in the Rental Quote.
- d) If you are installing and dismantling the floor using your own labor, you are responsible for binding and packaging the dance floor in the same manner as it was delivered. Any damage that may incur to the floor on the ship-back is your responsibility.



Signature (Fencing & Flooring) Systems, LLC  
50 East 42<sup>nd</sup> Street • Suite 1400  
New York, NY 10017

Toll Free: 800-569-2751 • 212-953-1116 • Fax: 212-953-1117

Flooring: [www.eventdeck.com](http://www.eventdeck.com) • Fencing: [www.signaturefencing.com](http://www.signaturefencing.com)