

Victorian Keepsake Candles

200-509 Commissioners Road West, London, Ontario, Canada N6J 1Y5

Tel: (519) 473-0721 Toll Free: 1-800-568-6081 Fax: (519) 473-2748

websites: www.keepsake-candles.com / www.wedding-candles.ca

e-mail: info@keepsake-candles.com

Rental Agreement

Terms and Conditions

Security Deposit

A first security deposit of 50% of the replacement purchase price of the rental product including shipping charges (one way) is required in the form of a credit card payment. No personal checks will be accepted. This deposit is required at the time of booking and guarantees your chosen rental products are reserved and available for your specific rental reservation date. As this rental product has been reserved for your specific rental date we reserve the right and state as a company policy in fairness to all parties involved that the **first Security Deposit is non-refundable**. The remaining balance of the security deposit of 50% of the replacement purchase price and shipping charges (return shipping) of your rental product is due in full payment a minimum 45 days before your event date. All rental invoices and rental agreements must be signed by the credit card holder and faxed back to our company (not emailed) to guarantee reservation and delivery date. When the first security deposit approval code has been received from the credit card issuer customer service will process your rental invoice and rental agreement with your reservation confirmation date and will send to you via email.

Note: It is strongly recommended that you purchase one sample of one of the products you are considering to rent. This will ensure the product is exactly the product you want and need for your function. We do not take special orders for rentals. There are no refunds or discounts for products purchased as samples.

Cancellations

All cancellations **MUST BE** made 3 months prior to the function/wedding date via written form and faxed with signature. Customer Service will verify via phone or email. The balance of rental charges (less freight) will be charged to your credit card if cancellation is not received within this timeframe. Please note the first security deposit will **not** be refunded under any conditions including cancellations. Only the remaining balance of 50% of the rental will be credited if said conditions are met.

Receiving Your Rental Order

Your rental order is shipped via UPS and delivered to you 10 days before your scheduled event date. When your order is shipped, Customer Service will email you confirmation of your shipment and the tracking #s for you to track over the Internet. Your order is packed carefully to ensure non-breakage of glass product. Please thoroughly inspect your shipment upon receipt. If for any reason you have damaged product we will replace at no charge at our cost guaranteed delivery within 3-5 business days of your event date. **We must be notified via e-mail or phone of any broken/damaged product with 24 hours of receipt of the rental shipment to ensure guaranteed product replacement or credit.** We will ask for the damaged product to be included with the return shipment to credit your account. The shipping date for your rental delivery is made available to you on your rental invoice. Please call Customer Service if you need an extended rental time frame arrangement. A 10% fee of the agreed rental fee per product per day will be applied for extended rental time. See customer service for details.

Returning Your Rental Order

All rental products must be delivered to our warehouse within 12 days after your scheduled event date. Please allow 7 to 10 days return shipping time. All products must be packaged in the original packing material. If cartons or boxes are damaged please call UPS for replacement of boxes to ensure product is not damaged upon return. **It is the responsibility of the customer to ensure that the product is returned undamaged.** Customer Service will e-mail your return UPS shipping documents. **This paperwork must be kept in a safe place and not discarded.** If these documents become lost or damaged please call our Customer Service to make further arrangements. There will be an additional charge of \$25.00 for lost or damaged return paperwork. **All rental products must be returned shipped via UPS only.** We will not accept any other carrier/courier or be responsible for additional shipping charges. **IMPORTANT:** After the return shipment has been packaged and boxed in the original containers for return, **remove the original UPS tracking numbers and customs paperwork.** Call UPS the day before you wish to ship to make arrangements for a pick up. UPS will take the return shipping information from you over the phone. The UPS driver will have the shipping labels issued to you the next day of pick up. Make sure that the previously e-mailed return customs paperwork has been signed with the necessary copies. Give this paperwork to the UPS driver. He will attach this paperwork inside the existing pouch on the outside of the first box of your shipment. The customs paperwork must be included with the shipment attached to the outside top portion of the first box and made available to Customs. There can be no exceptions or your shipment will be delayed and you will be charged extra handling fees.

*** VERY IMPORTANT**

PLEASE RECORD ALL TRACKING NUMBERS AND E-MAIL THEM TO info@keepsake-candles.com IN ORDER TO CONFIRM AND TRACK YOUR RETURN SHIPMENT.

We will allow 7 to 10 days return shipping time pending customs. We will charge an additional 50% rental fee per week after the 14th business day delivery due date has passed and continue to do so until the rental product has been shipped and received in our warehouse. These additional charges will not apply to product that has been misplaced by customs or UPS.

Crediting Your Security Deposit

The security deposits charged to your credit card account will be credited in the following manner:

The replacement cost (The difference between the purchase price of the rental products and the total of all rental and freight charges) will be credited to your credit card upon receipt of the rental product under the following conditions.

- All candelabras will be free of any candle wax drippings; Do not scratch painted surfaces.
- All mirrors are to be wiped free of confetti, candle wax, flowers, spills etc., and returned in the like condition as when received;
- All glassware is to be returned rinsed and cleaned, free of gel, wax, food coloring, carbon etc., and returned in the original boxes;
- All candle rings be returned as they were received. Missing flowers will be charged full price.
- **IMPORTANT Do not clean glass in dishwashers as wax will clog drainpipes. Windex is fine as cleaning agent for glass and mirrors to remove wax. Do not use windex on metal surfaces.**

There will be an additional charge of \$25.00 for cleaning fees if these conditions are not met and these conditions are at the discretion of Victorian Keepsake Candles. We reserve the right to have the rental product returned in the same condition as the product was received.

Broken/ Damaged Product and Additional Charges

If any of the rental items are broken, missing or damaged upon return of the product, it is the sole responsibility of the renter, to pay for the replacement/or damage, regardless of this damage being the responsibility of another party/guest. These charges will be added to your rental invoice as a purchase over and above the rental fees incurred and the charges owing will be deducted from the balance of the security deposit owing to you. This decision will be at the discretion of Victorian Keepsake Candles.

Do's and Don'ts

- Never leave discarded matchsticks burning inside glass cups.
- **DO NOT USE WOODEN OR PAPER MATCHES** to light wax votive candles inside glass cups as breakage may occur due to extensive heat build-up from match flare-up.
- Use standard long nose butane BBQ lighter with child-proof switch to prevent burning fingers. Lighters will be made available from Victorian Keepsake Candles.
- **WICKS SHOULD NEVER BE TRIMMED**
- **To ensure a longer burning time, do not stand wicks straight up before lighting. Please leave the wicks on side upon lighting.**
- To extend the burn time of wax votive candles, place in freezer for 24 hours.
- Place a couple of tablespoons of water into the glass votive cups before inserting the votive candle. This will prevent the wax from becoming stuck to the glass when the candles burn down.
- Never leave candles burning unattended.
- Keep out of reach of children
- Some items are hand crafted and/or mouth blown and therefore some flaws can be expected. Fabric/ribbons/floral, dye lots may vary within reason.

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Rental Agreement

I understand and agree to the terms and conditions in the aforementioned agreement. I give permission to Victorian Keepsake Candles to charge my credit card for the agreed charges stated on my Rental Invoice. I agree to pay for the first security deposit and understand it is non-refundable. I understand that the balance of the security deposit is due 45 days before my scheduled event date to guarantee rental shipment. I understand that Victorian Keepsake Candles will credit my credit card account the difference of the security deposits and all rental charges and purchases incurred when all rental product is returned and all terms and conditions are met.

Customer Signature

Today's Date

Customer Print Name

Event Date

Credit Card Number

Expiration Date

Credit Card Mailing Address:

Ship To (if different than Credit Card Address):

Phone Number

Phone Number

Any misuse or wrongful use of Victorian Keepsake Candles property is not the responsibility of the aforementioned company or of its employees. Victorian Keepsake Candles and its employees assume no liability for any rental or purchase of our products.

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