

## **Rental Program-Information**

### **1) Rental Prices**

Centerpiece rentals start at \$12.99 each + shipping.

### **2) Deposit**

A deposit for the full purchase price of each product and freight charges will be charged. Accepted methods of payment are American Express, Visa or Mastercard. NO Checks are accepted. Upon receipt of all product that is rented and returned undamaged the full purchase price will be credited and the rental fee, freight charges and any additional purchases applied.

### **3) Shipping Costs**

The shipping cost per centerpiece is \$4.00 one way to the event and \$4.00 return shipping per centerpiece. The total rental is \$12.99+ \$4.00 + \$4.00= \$17.99 per centerpiece. Shipping discounts may apply for certain areas and rental orders over 30 pieces. See customer service for details.

### **4) 10 Hr. Wax Votives**

The 10 hr votives are \$.35 each and are not included in the rental cost. It is strongly recommended you choose our 10hr. votive candles with your rental as they are smokeless, odorless and do not flare up or crack the glass votive cups. You are responsible for replacement of broken cups.

### **5) The Glass Cups, Mirrors and Floral Rings**

The glass cups are included in the Rental of the centerpieces. You may choose from swirl or cracked glass cups. Mirrors are \$3.00 to rent and floral rings are \$3.00 to rent.

### **6) Receiving Your Order**

Your rental order is shipped via UPS and delivered to you 10 days before your special event. Your order is packed carefully to ensure non- breakage of glass product. If for any reason due to shipping you have damaged product we will replace at no charge and at our cost in time for your function. We must be notified within 24 hrs. of receiving your order regarding any replacement product. We will ask for the damaged product back to credit your account. When your order is shipped out from our warehouse, our Customer Service Department will email you confirmation of your shipment and the tracking #s for you to track over the Internet via [www.UPS.com](http://www.UPS.com).

### 7) Returning Your Rental Order

All rental products are to be shipped back and **arrive** in our warehouse within 12 days after your scheduled event. It is recommended you ship your return within two days after your event. This will allow 7-10 days shipping return time. All products must be packed in the original packaging. If cartons are damaged please call UPS for replacement boxes to ensure product is not damaged upon return. It is the customer's responsibility to ensure the product is returned undamaged or you will be charged full price for the replacement. Call one day ahead to UPS to arrange a scheduled pickup for the next business day. This will allow Ups time to provide the driver with your preprinted return shipping labels for next day pickup. When UPS has picked up the return shipment please email us a confirmation to ensure the return products are in transit. Our Customer Service Department upon receipt of this email will track the product back to our warehouse. We will allow 10 days return shipping time when we receive this email. We will charge an additional 1/2 rental if product has not been received in our warehouse within 15 days pending customs from your scheduled event date. We will track the product via Internet at [www.UPS.com](http://www.UPS.com). The UPS call for pickup phone # will be supplied for you and all return shipping documents. If the return documents become lost please call customer service to make further arrangements. There will be an additional service charge of \$25.00 for lost or damaged return documents.

### 8) Crediting Your Credit Card

When we receive the rental product in our warehouse and all product is returned and undamaged, your credit card will be credited the difference of the full purchase price and the agreed rental price less any additional charges incurred.

### 9) Reservation Deposit

A 50% deposit of the full purchase price will ensure your special event date is reserved. This deposit is non refundable. The deposit invoice will be emailed to you with a Rental Agreement. Please sign rental agreement and fax back to phone number listed. The balance of the deposit is due 45 days before your special event. The rental centerpieces are subject to availability and price change. **It is strongly recommended you reserve your special event date 4-6 months ahead of scheduled date to ensure availability.** We work on a reservation and first come first served policy. We will not overbook or take any reservations we cannot fulfill on a timely basis. This is our guarantee.

10) **Rental Agreement** – Tentative rental dates will be held for 3 days. A rental agreement with deposit must be signed and faxed back to us in order to ensure a confirmed rental date. When we receive your signed rental agreement and deposit, customer service will email your confirmation of the rental date booked with invoice. As there are limited bookings due to seasonal demands all rental reservations must be made prior to a signed and faxed rental agreement. If you would like to view a copy of the rental agreement please email customer service or visit our website at [www.wedding-candles.ca](http://www.wedding-candles.ca) .

If you have any further questions please email [sales@wedding-candles.ca](mailto:sales@wedding-candles.ca) or call Customer Service toll free at 1-800-568-6081

