WILL CALL & RETURNS

PAYMENT AND FINAL ORDER CHANGES

Final payment and changes are due 14 days prior to delivery date. Any changes received after 14 days will only be accommodated based on availability.

LOCATION

Equipment can be picked up at and returned at 620 N Indiana Avenue in Crown Point, IN. Please park in front of the building and check in at the desk. Once you have checked in, you may drive around to the back of the building to either DOOR 3 or DOOR 4. ALL EQUIPMENT will be picked up and returned to the back of the building at either DOOR 3 or 4. We recommend bringing blankets or sheets to protect the inside of your vehicle.

HOURS

Equipment must be picked up and returned during regular business hours. Equipment dropped off outside of normal business hours will be subject to additional fees.

Counting and Care of Equipment

Please verify the counts of your items. If the count is incorrect, notify us immediately. Client is responsible for any missing items, misuse, neglect and theft. If an item breaks, keep the pieces so we know the item is broken and not missing. ALL EQUIPMENT including linens MUST BE KEPT DRY from the time of pickup to the time of return. If damage occurs to the equipment becoming wet, additional replacement fees will be applied to the order. Linens returned wet, stained and/or containing mildew may be subject to additional fees.

Cleaning and Return of Items

When returning equipment, please check in at the front desk first. Once checked in, you may return to your car and drive around to the back of the building. All equipment will be returned at DOOR 3 or 4. Please do not bring any equipment to the front desk. Linens must be dry and placed in provided linen bags. ALL EQUIPMENT MUST BE DRY. Additional charges may apply for all unreturned crates and boxes. All food items are final sale and cannot be returned even if package is unopened.

For EMERGENCY after hours questions or concerns, please call (219) 661-8665 and select "3" for management. Leave a detailed message with your phone number and we will contact you as soon as possible.

Client signature: _____ **Date:** _____