



DAMAGE WAIVER

The damage waiver can be thought of as similar to insurance, however no one who isn't a licensed insurance broker can sell insurance, which is why it's called a "damage waiver." Our software defaults to adding it, but it is optional, and can be waived by listing us on your wedding/event insurance policy as Additional Insured. (Note: it is NOT possible to keep damage waiver on some items, yet remove it on others. It either applies to your entire order, or applies to none of it.) By including damage waiver, you would be relieved of any replacement/repair costs caused by accidental damage or wear-and-tear while the equipment is in your possession.

It is equated as 7%/15% (7% on most everything, except the super-breakable items like china/glassware, which is 15%) of your rental items. It does NOT cover anything that is damaged through neglect, misuse, or blatant purposeful damage such as vandalism. It also does NOT cover anything that is lost, stolen, etc. and therefore, not returned to us. Anything lost/stolen (essentially, not returned to us for any reason) would be charged against the damage waiver.

The damage waiver also kicks in for unforecasted charges – the most common being charges incurred by extra cleaning of place settings, for example. ...If your dishes come back and are so dirty that they require multiple wash-cycles through our machine, each piece requiring multiple machine cycles is charged at \$.25 (you'll read more about this on the "What is Clean?" page.) Let's say 100 pieces come back dirty, that \$25 (\$.25x100) would be deducted.

To answer a related question, the "sales" line is NOT an additional charge, it's merely a summation of the items designated as "retail" above (if you look closely on each line, you'll see this designation about 3/5 of the way across the page.) "Sales" items are not rental items, so they are things like your expendables (popcorn kernels, propane fuel, etc.) or non-tangible items (deposit, many labor charges, etc.) These are separated out because we don't believe it would be fair to have a client pay that 7%/15% damage waiver on items that cannot possibly break (e.g. propane fuel.)