



**Pleasanton Rentals, Inc.**

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Pleasanton CA 94588

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[www.pleasantonrentals.com](http://www.pleasantonrentals.com)

## FREQUENTLY ASKED QUESTIONS

**What are your showroom hours?**

*Our showroom is open Monday through Friday from 9am to 5:30pm and Saturdays from 9am to 3pm.*

**What hours do you offer deliveries?**

*Normal delivery hours are Monday through Saturday from 8am to 5pm. After hour deliveries and pick ups can be made at an additional charge.*

**Is there a minimum order?**

*No, Pleasanton Rentals is there to service all events, large and small.*

**How are rental rates determined?**

*Rental prices are generally 48 hours or a weekend. We like to allow you time to get the equipment early and prepare for your event with ease.*

**What are the charges if we break something?**

*Replacement fees vary according to the item and the replacement fees can be quoted at the time of rental upon request?*

**Can I place orders online?**

*No not at this time. However, you can view our Product Catalog online and call us for availability of items you are interested in.*

**Can I place orders over the phone?**

*Yes. You can place your order with any of our event consultants.*

**Do you have a price list?**

*Yes. You can call our office or Email us to have one mailed or you can view it online.*

**What if I need planning help?**

*We are experienced event consultants and enjoy helping clients plan their special occasions. Feel free to ask for our assistance.*

**How far in advance do I need to order?**

*We recommend reserving your items as early as possible to insure availability. We will make every effort to provide items at the last minute..*

**Can I change my order?**

*Yes. You may make additions and modifications up to 48 hours before your delivery or will/call date. Please refer to our [cancellation policy](#) to avoid any charges.*

**Will you deliver my rental items?**

*Yes. We offer curbside delivery and pickup service. Standard delivery rates apply during business hours only. Before- or after-hour deliveries and pickups are available with prior arrangement.*

**Will you set up my rental items?**

*Yes. We offer setup and tear-down services for an additional charge.*

**Do I need to return my items clean?**

*No. In general, we ask only that you return dishware and food service items lightly rinsed, debris-free, and replaced in the original cases we provided.*