



Pleasanton Rentals, Inc.

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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.