



**4577 Las Positas Road, Suite A
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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?

Standard delivery hours are Monday through Saturday from 8am to 5pm. After hour deliveries and pickups can be arranged at an additional charge. Specific timed deliveries can also be scheduled at an additional charge.

How do I place a quote/reservation?

Call or visit our showroom and one of our consultants will be happy to help. Otherwise, you are welcome to submit a quote request through our website and one of our consultants will get back to you within 24 hours.

What is your cancellation policy?

Any cancellation will need to be made two weeks prior to your scheduled reservation. Any reductions to your order must be made one week prior. Any additions can be updated until the day of your reservation as long as it is readily clean and available.

When do I pay for my rentals?

For deliveries, we charge the entire amount on the Monday prior to delivery. For all will call orders, we will charge at the time of pick up. Any orders \$500 or more, we will charge a 25% non-refundable reservation fee.

Are there any additional fees?

We offer an optional 10% damage waiver that covers accidental damage to equipment. The damage waiver does not cover any missing items and it may not be removed after the order is placed. Pleasanton Rentals also charges sales tax on all orders unless approved tax exempt form is provided.

Do you have a price list?

Yes, you are able to download our price list from our website.

How far in advance do I need to order?

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

Will you set up and take down my rentals?

We offer to set up and take down services at an additional fee.

Do I need to return my items clean?

No. We prefer that any china is cleared from food debris and placed in the original cases that we provide. Linen should be shaken and free of any debris and placed in the linen bag provided.

What happens if the rental equipment is missing upon return?

We will charge the replacement fee per item that are missing. If you are able to locate and return the items within 14 days, we will happily issue a refund.

Do I need an appointment to come in?

Yes, we'd be happy to help you out and recommend that if you'd like a consultant's assistance in placing an order/looking at product you call to schedule an appointment. All other guests are helped on a first-come-first-serve/waiting list basis and while we can typically help, scheduling an appointment assures you are a priority on hi-volume days!