



Rental Terms and Conditions

All Greenscape Design & Décor orders shall be deemed to incorporate these terms and conditions. No variation or addition to these conditions is effective unless agreed, in writing, by Greenscape Design & Décor and the Client.

QUOTES, DEPOSITS AND ORDER CONFIRMATION

Quotes do not require a deposit and have a three-month expiration date. Quotes do not guarantee availability of rental items. We recommend booking your order well in advance to ensure the availability of your desired items.

When the quote meets with your approval, please provide written confirmation by signing the estimate/order and returning it to Greenscape by email, fax, mail or in person. In addition to written approval to proceed, a non-refundable deposit of 50% of the order total for order confirmation is required for all rentals and custom built products. Deposit payment can be made by: cash, cheque, e-transfer, debit or credit card, (MasterCard, Visa or AMEX). It is your responsibility to review the order and confirm all details are correct: dates, times, quantities, colours, sizes, locations and billing information. No holds, reservations or work on any orders can begin without written confirmation and a 50% deposit.

While you may pay your deposit and final invoice by any preferred method, a credit card is required to rent our decor. If alternate payment arrangements are not received by the first day of the rental period, it will be assumed that the balance is to be charged to the credit card provided. Should our decor be damaged while in your possession, repairs will be charged to the card provided upon inspection of the returned items. If you have booked the Greenscape team to complete your décor installation and tear down, any additional costs arising onsite will be charged to the card provided upon completion of the onsite work. NSF cheques will be subject to a \$40.00 charge.

Full rental charges are applied to rental items once they leave our warehouse, whether they are used or not. All prices are for one-week rental from the date of the order. Prices are F.O.B. Burnaby warehouse.

CHANGES, CANCELLATIONS & SUBSTITUTIONS

Should your requirements or design specifications change after your deposit or full payment has been made, they will be executed only upon written confirmation and will be billed accordingly.

Final cancellations must be made two days prior to the scheduled delivery or customer pick-up date or the full rental costs will be incurred. If cancellations are made after the goods have been delivered to the site, Greenscape Design & Decor reserves the right to invoice the full rental charge. Confirmed orders cancelled 14 days to 2 days prior to the scheduled delivery or customer pick-up date are subject to a 50% cancellation fee of the full order amount. Custom built items are non-refundable and will be charged the full order amount if cancelled with less than 2 weeks notice.

Greenscape Design & Decor is dedicated to customer service and reserves the right to make suitable substitutions, with notice, for decor that may be unavailable due to unforeseen circumstances.

DELIVERY, PICK UP & RETURNS

Scheduled delivery and pick up services are charged based on location, time, and day. Late night set up or tear down and unscheduled services are subject to an additional charge. All rentals must be returned by the agreed date or late charges equal to the full weekly rental rate will be charged to the credit card on file.



Deliveries are made to readily accessible areas to our trucks. Extra labour charges will apply if we are not notified about difficult access, parking restrictions, long carries, stair, small elevator or escalator deliveries.

It is your responsibility to provide a duly authorized representative to accept the décor items and to give a written receipt. If you fail to provide for this, you will not be permitted to subsequently dispute the facts of the delivery and will be deemed to have accepted the delivery and these conditions.

Please arrive to pick up your order in a suitable vehicle with sufficient clearance for the height and width of your décor rental items, as we recommend against the transport of many of our rental items on their sides. In order to protect your décor while in transit, we recommend you bring along ropes and blankets. If you do not have an appropriate vehicle, your order will not be released.

ACCOUNTS

All orders must be prepaid unless credit has been established. To create a personal, corporate or film rental account and terms of Net 15 days, credit applications must be completed and signed by the client and approved by Greenscape Design & Décor. In lieu of a credit card on file, clients with established credit can provide a \$2000 cash deposit, which is held for security until the items are returned in full and all invoices are paid. Film clients with credit accounts will require purchase orders for the confirmation of orders.

LIABILITY

When rental items are picked up from our warehouse or delivered to you, you are responsible for any loss or damage while the rental items are in your care or at the delivery location until the items are collected from the site by Greenscape Design & Decor or returned to our premises. Please ensure items are not left unattended. In the event of loss, damage or breakage of the rental items or shipping containers, you will incur replacement charges. Additional cleaning or repair charges will incur if items are returned slightly damaged and can be cleaned or repaired.

Please follow these guidelines to help avoid any additional costs:

1. Décor cannot be used outdoors unless given written permission to do so. It cannot get wet or sit uncovered outdoors.
2. If décor is approved to be used outside, or in a high traffic environment where it is subject to wind or tipping, we recommend the rental of added sandbags, please let your Event Coordinator know in advance.
3. Do not affix anything to any decor without prior written consent.
4. No heat or water can be applied to any décor.
5. All candles must be in containers to avoid wax drippings.
6. Do not stand or sit on decor; unless approved to do so.

No liability shall attach to the Greenscape Design & Decor for:

1. Any delay or failure to deliver due to circumstances, which are outside our control.
2. Loss or damage howsoever caused to customer's own goods.
3. Any charges for fixing of floor coverings to walkways, exhibition halls, or venue floors.
4. Any damage or injury caused by the misuse of the Greenscape Design & Décor's property.

Thank you for choosing Greenscape Design & Décor