



## Rental Policy :

All rental cart orders will be on a first-come, first-serve basis. Please contact us for availability.

Orders are NOT CONFIRMED until a **40% non-refundable** deposit is paid. This amount will be deducted from the total rental cost. The remaining balance **MUST** be paid 1 week (7 days) before delivery.

Rental items are **not** available for pickup. Delivery only.

An additional, refundable **security deposit of \$100** must be paid on order. This security deposit is issued on all rental item cart or backdrop orders, regardless of price. The security deposit **will be refunded** back to the customer via the original payment method once the **rental items** are picked up by Syel. All items must be returned in the same condition they were given. If items are broken, damaged, or lost, the security deposit **will not be refunded**.

The rental item will be assembled by Syel. The item must be assembled in the exact spot it will be placed during the event. If no one will be on-site to inform Syel of the location, a floor plan will be requested ahead of time and the location must be confirmed by the host. Syel will not proceed to set up if issues regarding location, incorrect address, venue refusal, failure to provide safe access to the site, etc. occur. Syel reserves the right to cancel any rental if the aforementioned issues are encountered.

Certain items like **the carts are decorative stands** to display desserts and other small items. The rental items are **not a moveable piece of furniture**. Once it's assembled, **do not attempt to move, rearrange, disassemble, or add excessive weight to it**. Attempts to move or add excessive weight can unbalance the item and will result in damage to the cart itself. The candy cart, plates, desserts and can pose a safety hazard. Damaged, broken, or otherwise affected carts, backdrop, and other decor elements will result in the **security deposit being forfeited**. Syel does not take any responsibility for damages to the cart, venue, hazards, or event attendees' leaning and/or pushing on items.

At this time, balloons, flowers, decorations, or other props are not automatically included in the price. This must be requested as extra.

Acceptable payments are E-Transfer, debit, and credit card. We do not accept cash payments at this time. Please note there is a small % service charge on all credit card payments.

