



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. The remaining balance MUST be paid 1 week prior to delivery.

Rental items are **not** available for pick up. Delivery only.

An additional, refundable **security deposit of \$150** must be paid on order. This security deposit is issued on all rental item cart orders, regardless of price. Security deposit **will be refunded** back to customer via 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**.

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 location, a floor plan will be requested ahead of time and location must be confirmed by host. Syel will not proceed with set up if issues regarding location, incorrect address, venue refusal, failure to provide safe access to site, etc. occur. Syel reserves the right to cancel any rental if aforementioned issues are encountered.

Certain rental like **the sweet cart is a decorative stand** 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 on it**. Attempts to move or add excessive weight can unbalance the item, and will result in damages to the cart itself. For the candy cart, plates, desserts and can pose a safety hazard. Damaged, broken or otherwise affected carts, backdrop and other decor element will result in the **security deposit being forfeit**. Syel does not take any responsibility for damages to cart, venue, hazards, or event attendees leaning and/or pushing on items.

At this time, Syel only not provide balloons, flowers, decorations or other props.

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.