

Custom Light & Sound Rental Policy

(Effective 11-15-13)

Custom Light & Sound has implemented new rental procedures effective Nov. 15, 2013. All changes are denoted in *italics*. These procedures are as follows:

CLS rental rates are nightly rates and are listed in our most current Rental Guide and on our website at: <http://www.customlightandsound.com/rental>. All rental reservations are on a first come, first served basis. Rental quotes are quotations only and do not reserve or insure availability of equipment.

At the time of equipment pickup or delivery, CLS requires a valid driver's license, a local address, and two valid telephone numbers.

A CLS rental customer must be at least 21 years of age to sign a rental contract.

All rentals are to be paid in full at the time of booking. The cancellation policy remains the same. Cancellations with full refund will be allowed if the cancellation falls outside of seven days of the event date. *If a cancellation occurs within the seven day period, a 50% cancellation fee will be charged.*

The CLS associate entering the rental booking information will confirm correct and current customer information including the customer being over 21 years of age, the customer's address, phone #, alternate phone #, credit card information and email address.

CLS charges nightly rental rates for our rental equipment. Any early pickups are charged at a discounted, multi-night rate of 1.5x the nightly rate for a two or three consecutive day rental, 2x the nightly rate for a four or five consecutive day rental and 2.5x the nightly rate for a six or seven consecutive day rental. CLS is closed Sundays and no rental fees are charged for Sundays unless a delivered rental is scheduled for Sunday setup.

All rentals are due back before noon on the due date unless prior permission is given otherwise.

Customers will be charged a *cleaning fee* for equipment returned that needs cleaning. *Cleaning fees are based on the amount of time estimated to clean the equipment at a \$50 per hour labor rate.*

Any shortages in rental gear returns will be charged on the date of equipment return at the time of equipment drop-off as a sale for the replacement cost(s) of the shorted item(s). A sales receipt will be provided to the customer. If the missing items are returned on that same day, a full refund will occur. Any missing equipment returns that occur within a 48 hour period from the due date will be refunded 90% of the balance paid. Any missing equipment returns that occur after a 48 hour period from the due date will not be refundable.

CLS reserves the right to change rental equipment, specifications and pricing. This CLS Rental Policy will be posted on our website at: <http://www.customlightandsound.com> for future reference.

Thank you for your business. We sincerely appreciate it!