



Will Call Policy

- **Will Call Times** – Orders may be picked up and returned between 9AM-5PM Monday-Friday and 9AM-2PM on Saturday. There are no will call services on Sundays.
- **Loading & Unloading** – Create-A-Party staff may assist you with the loading and unloading of rental items into client's vehicle, however, we cannot be held responsible for property damage or personal injury as a result of this courtesy service.
- **Vehicle Protection** – We recommend packing blankets or sheets are used to protect vehicle and equipment from being damaged. No tie-down supplies are available; please bring all necessary equipment to transport safely.
- **Counts** – Before signing the contract the client must verify receipt of all items. If client chooses not to count in items, the count listed on invoice will be considered accurate.
- **Linen** – Must be returned dry and free of debris. Waxed, burned or negligently damaged linen will be billed for replacement cost.
- **Food Service Equipment** – China, glassware, flatware and food service equipment shall be returned rinsed free of debris and placed in original shipping crates. Equipment not rinsed upon return will be billed a cleaning fee
- **Malfunction** – If malfunction occurs, contact our office immediately at (714) 996-3805. After hours, this number will prompt to transfer to on call representative. DO NOT attempt to fix unit. If immediate notification is not made, no refund will be considered.
- **Equipment Storage** – Items must be secure and protected from theft, weather, and sprinklers. Client is responsible for damaged equipment.

Create-A-Party Rentals
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