



**THIS POLICY APPLIES TO RENTAL RESERVATIONS WITH CONFIRMED DELIVERY DATES AND EQUIPMENT RESERVED
THIS TYPE OF RENTAL RESERVATIONS REQUIRES FINANCIAL COMMITMENT FROM THE CUSTOMER**

RAIN PLAN TENTING - STANDARD CONFIRMATION

An official job order (with an assigned job number) that has been deployed as a **QUOTE** is **not** a confirmed rental reservation and it has **not** been added to the delivery or pickup job schedule.

A **QUOTE EXPIRATION** date appears on all quotes issued by Made in the Shade. All quotes must be confirmed with the valid time frame applied to the quote. Quote expiration time frames are found in the upper right-hand corner of each quote. **STANDARD CONFIRMATIONS** will be valid for ten (10) days from the date they are issued. **EXPEDITED CONFIRMATIONS** will be valid for four (4) days or noon the following day from the date they were issued. Pricing, inventory allocations, delivery, and/or pickup dates may be impacted on any rental confirmations occurring past the expiration date.

The **QUOTE** will not be confirmed as an **ACTIVE** Rental Reservation until the Completion of the **RENTAL AGREEMENT & DELIVERY PREPARATIONS FORM(S): RADP FORM 1** and the **PAYMENT FORM 2** (along with the deposit payment) have been received. At this time, the rental reservation will be palced on the delivery and pickup schedule. These forms will be referred to as the **RESERVATION DOCUMENTS**.

Once the **RESERVATION DOCUMENTS** and **DEPOSIT** have been received, pre-delivery services such as permitting, 811 /GPRS (Ground penetrating radar systems) surveys to be scheduled and completed, and/or the acquisition of goods from a 3rd party contractors (HVAC, Flooring, seating, heavy equipment, etc) will be processed. Any delays completing the **RESERVATION DOCUMENTS**, including the **DEPOSIT**, may impact equipment rental costs, availability, and/or planned delivery/pickup dates.

DEPOSIT

A **DEPOSIT** is required as part of the confirmation of the rental. Upon receipt of the deposit, the rental reservation will be elevated from **QUOTE** to **ACTIVE** or **INVOICED**.

50% DEPOSIT 50% deposit to reserve equipment, place rental on the job schedule, and initiate the pre-delivery services. The deposit amount will be based on the total of the job order at the time of confirmation.

100% DEPOSIT The deposit payment is set for 100% of the job order when confirmation occurs within 30 days of the planned delivery or will call pickup date.

The **DEPOSIT** made on the rental reservation is considered refundable with conditions. The non-refundable portion of a rental reservation will be a percentage of the equipment to be rented (0-100% of the specific product's rental amount, labor required to prepare and load, any permits or sub-contractor fees that have been dispersed and cannot be refunded, any travel to the job site (before, during, or after the rental) and/or any preparation hours invested into the planning of the rental. Please see the Cancellations section for specifics on the timing of a cancellation and how a refund will work.

REMAINING BALANCE DUE

7 Days prior to the **DELIVERY DATE**, the remaining balance on the rental will be due.

AUTOMATIC CANCELLATION

Failure to submit the remaining balance at the 7 day mark, day 6 will result in the automatic **CANCELLATION** of the rental reservation and a refund will be issued when the **CANCELLATION FORM** has been completed. Line items such as permit fees, processing fees, equipment prepara-

Customer may be financially responsible for up to 50% restocking fee for tenting equipment and accessories, 100% of permit fee disbursements, including applicable processing fees asseed by Made in the Shade. Customer will also be responsible for any incurred costs imposed by 3rd party vendors or contractors. Customer may be charged for any custom ordered items, and the client may also be charged for time & travel for any/all site visits that were organized on behalf of the customer and attended by representatives of Made in the Shade.

Tenting equipment, labor & services not performed, delivery, and pickup fees will be refunded without a restocking fee.

CLIENT INITIATED CANCELLATIONS

Customers may wish to initiate the rental **CANCELLATION** at the 7 day mark. If a deposit has been applied to the rental and client has decided to cancel the rental reservation because the forecast for rain has changed leading into the **DELIVERY DATE**.

CONFIRMED RAIN PLAN RENTAL RESERVATIONS **CANCELED 7 OR LESS DAYS BEFORE THE SCHEDULED DELIVERY:**

Customer may be financially responsible for up to 50% restocking fee for tenting equipment and accessories, 100% of permit fee disbursements, including applicable processing fees asseed by Made in the Shade. Customer will also be responsible for any incurred costs imposed by 3rd party vendors or contractors. Customer may be charged for any custom ordered items, and the client may also be charged for time & travel for any/all site visits that were organized on behalf of the customer and attended by representatives of Made in the Shade.

Tenting equipment, labor & services not performed, delivery, and pickup fees will be refunded without a restocking fee.

RAIN PLAN RENTAL RESERVATIONS **CANCELED 1 DAY BEFORE DELIVERY:**

Customer will be financially responsible for up to 100%* restocking fee on tenting equipment and 100% of permit fee disbursements, including applicable processing fees charged by Made in the Shade. Customer will also be responsible for any incurred costs imposed by 3rd party vendors or contractors. Customer may be charged for any custom ordered items, and the client may also be charged for time & travel for any/all site visits and meetings attended by representatives of Made in the Shade.

Labor & services not performed, delivery, and pickup fees will be refunded without a restocking fee.

RAIN PLAN RENTAL RESERVATIONS **CANCELED DAY OF DELIVERY OR AT THE SITE:**

Customer will be responsible for the entirety of the rental reservation. If cancellation occurs while crew is installing, additional fees for time incurred may apply.

RENTAL CANCELLATIONS AT ANY POINT IN THE RESERVATION PROCESS MUST COMPLETE A **CANCELLATION FORM TO RECEIVE THE CONDITIONAL REFUND, IF A REFUND IS APPLICABLE.**

Customer seeking a total rental cancellation MUST complete a **CANCELLATION FORM** for a refund on the rental. failure to complete a can **CANCELLATION FORM** prior to the scheduled delivery date will equate to a forfeiture of any deposit, or payments, in full that have been applied to the order and/or any remaining balances that have yet to be paid.

**RAIN PLAN
CANCELLATION**

[Rain Plan Cancellation Form](#)

REFUNDS MAY TAKE UP TO 60 DAYS TO BE ISSUED FROM THE DATE THE CANCELLATION FORM WAS RECEIVED.