



orcas events :: rentals :: **WILL CALL POLICIES**

To avoid additional charges upon return of your order please review these policies:

We are a small business in a small town - with lots of inventory. Thus, our storage is separated from our convenient Eastsound Office. We offer complimentary Will Call service for orders of \$500 or less, at a mutually convenient scheduled appointment, at both our office and/or to our storage unit (pick up from the storage unit is required for certain orders, usually larger ones). For orders of \$500 or more, a \$50 labor charge will apply.

PICK UP/DROP OFF APPOINTMENTS: In order for us to avoid or minimize Will Call charges, to maximize our availability, and thus pass this savings onto you, the following considerations apply:

- If you miss the will call appointment or are more than 15 minutes late in arriving, a \$20 cancellation charge will apply.
- We are pleased to reschedule your appointment with advance notice, free of charge.

WILL CALL RESPONSIBILITIES: We value the quality and condition of our equipment and request the same of you. All client responsibilities listed in your rental contract also apply to Will Call pick up. Additional Will Call responsibilities include, but are not limited to, the following;

- You are responsible for loading/unloading into personal vehicles. Please bring enough help to do so independently. Assistance is available at \$35 hour.
- Please load/unload equipment gently and appropriately. You may be asked to modify your handling techniques out of concern for damage.
- Please be sure that your vehicle is clean and free of any dirt or debris. Please take appropriate steps to protect equipment during transport.
- We retain the right to refuse transfer of possession of product if we feel there is risk of damage to our product in doing so via Will Call.
- If you, or your pre-authorized representative do not sign off on the transfer of possession paperwork, any assessments made by Orcas Events regarding returned product counts, loss, neglect, or damage will be considered final.
- Late return of rentals will result in additional rental charges.

Unscheduled return of items to our doorstep or unit, without our attendance and/or advance approval, does not constitute a transfer of possession back to Orcas Events, and is considered neglectful abandonment. This will result in a fee equivalent to \$500.00, or 50% of your order, which ever is greater... plus any charges associated with damage and/or possible theft.

Thank you.