

COMMON FREQUENTLY ASKED QUESTIONS**1Q. HOW MUCH IS MY REQUIRED RESERVATION DEPOSIT?**

1A. *Reserve your order with a 25% non-refundable deposit in person or over the phone with any major credit card. This deposit will be applied toward your final invoice amount.*

2Q. WHEN IS MY FINAL PAYMENT & SECURITY DEPOSIT DUE?

2A. *All orders require payment in full prior to pick-up or delivery, as well as a security deposit until the items are returned and inventoried. We accept all major credit cards.*

3Q. WHEN ARE MY FINAL ORDER MODIFICATIONS DUE?

3A. *Adjustments are welcome prior to pulling your order. Please contact your salesperson by 3pm, three working days before your delivery or pick-up to make any changes. Know that additions are always welcome. Help keep your cost low by confirming additions no later than the day before your delivery.*

4Q. WHEN IS MY WILL CALL ORDER DUE BACK?

4A. *Will Call orders are due back between 8am-12pm on their due date. If you will need additional time, please speak with your salesperson when placing your order.*

5Q. DO I NEED TO WASH MY DIRTY DISHES?

5A. *Simply empty your glassware, rinse or wipe your plates and remove excess food from chafers and trays. Glassware should be sorted by style and in the racks they arrived.*

6Q. WHAT TIME WILL MY DELIVERY ARRIVE?

6A. *Delivery trucks are assigned the most efficient route possible within an area. During the summer they typically arrive between 8am-8pm. If we have a contact name and phone number, our Driver can call you with a 2-3 hour estimate on the day of your delivery.*

7Q. WHERE WILL THEY PLACE MY RENTAL ITEMS UPON DELIVERY?

7A. *Standard delivery includes our "Driveway Delivery Service", so a secure and accessible space, like a garage is an excellent choice. If you need items carried to a backyard, inside a home, up an elevator or down the stairs, please speak with your salesperson in advance to make arrangements.*

8Q. DOES DIAMOND RENTAL SET-UP EVERYTHING FOR ME?

8A. *Possibly! Large Canopies & Tents are always set-up and taken-down. We can also set-up your tables, chairs, linens, etc. if needed. Please speak with your salesperson to obtain an estimate.*

9Q. SHOULD I CALL BLUE STAKES IF I AM GETTING A CANOPY OR TENT?

9A. *Utah law requires public utilities to be marked before staking a canopy/tent. With a minimum of four working days notice, Diamond Rental will handle this as a complimentary service. Remember Blue Stakes does NOT mark private utilities or sprinkler lines.*

10Q. CAN I CANCEL A CANOPY OR TENT IF I DON'T NEED IT?

10A. *Canopy or tents may be cancelled any time prior to 30 days before your event.*

**PLEASE FEEL FREE TO CALL YOUR SALESPERSON
IF YOU HAVE ADDITIONAL QUESTIONS.**