

Rental Agreement

Rental Terms & Conditions

Local Rentals Only

Terms and Conditions

Pricing and Product Availability

We hold pricing and guarantee product availability for 48 hours after the order date to receive a fully signed rental agreement. In case agreement is not received in 48 the order will be canceled, and the price and availability is no longer guaranteed.

If you are renting more than one item, we strongly advise you to e-mail or call us prior to placing the order. We offer great discounts and will be able to assist you much easier.

Delivery Fee

Delivery directly by us is available within 100 miles of our physical location.

Deliveries are guaranteed once approved. Last minute delivery can be requested but is not guaranteed, any delivery within ten days of the event is considered last minute.

(For customers located further than 100 miles radius, we offer convenient USPS delivery. Please see Rental Agreement for non-local rentals.)

Our delivery charges begin at \$50.00 for a round trip of 25 miles or less each way. An additional fee of \$.55 is charged per additional mile.

A \$500 minimum order is required to make a Saturday delivery.

The delivery fee is calculated based on the number of items, bulkiness, and delivery location and varies with each order.

___ All vases, containers and packing materials must be returned with your order, or fees will be assessed.

Delivery includes drop off on Friday or Saturday and pick-up on Monday.

If you need delivery or pick up at different times or dates than our standard delivery – we will work with you, however an extra fee might be assessed.

____ Items must be stored indoors, in a secure location until pick-up. If items are not available or accessible upon pick-up, another day's rental fee will be charged, and the customer may return the items, or schedule another pick-up time. If you, the renter, will not be available during pick-up, it is your responsibility to coordinate with the venue to ensure all items are gathered together in the correct location.

____ if customer has elected to not pay for setup charges, then you must provide all setup. If customer elected for no tear down, then all items must be torn down by customer, replaced into the appropriate boxes. Tables and chairs must be broken down and stacked. Items must be gathered and ready for loading following event.

- **Round Trip Delivery:** Delivery fees are assessed based on a two-trip basis (one to deliver and one to pick-up). If additional trips are required due to being unable to drop off or pick up items, you will automatically be billed. If your ceremony and reception are in two separate locations, additional delivery fees will apply if more than 10 miles radius. A responsible party (you or another adult 21 years of age or older) must be present upon delivery to sign the delivery slip and accept the items suitable for use. Any services added at that time will be charged to your account.
- **Extended Load In/Out or Non-Standard Deliveries:** Standard delivery fee includes drop off at the lowest level of the structure. Certain job sites require labor intensive load in/out (including elevators and stairs) and these logistical details must be arranged prior to your event. Please be sure to mention all these details to be sure we provide you with an accurate quote. Labor intensive deliveries range from an additional \$50 - \$200. Please be specific about the delivery details of your location prior to making the reservation. If we discover a special delivery situation upon arrival, the credit card on file will be charged automatically.

If you prefer to meet us at the location to load and unload the rentals, we will not charge any additional fees – our drop-off and pick-up will remain at the lowest floor of the structure.

- **Return Pick-up:** If items are not accessible upon pick-up, an additional day rental fee and additional trip fee will be charged, regardless of fault. Client has the option to return items to store to avoid this fee. It is not our responsibility to ensure the items are ready for pick-up or to look for missing items. If items are not returned within three (3) days, replacement fees will be assessed on top of the rental fees, no refunds, and no exceptions. To avoid dealing with missing items, we advise to add installation and removal service from Rituska Inc., see below in the contract.

Rental Dates

Weekend orders may be picked up on Thursday and Friday, a three hour window will be provided to you at the time the payment is accepted and are due back on Monday or Tuesday within allowed

three hour time frame provided at the time of pick up. Alternative dates and time can be set up for your convenience, but not guaranteed till agreed upon.

Weekday orders may be picked up the day before an event and are due back the day following.

Please call with special circumstances or if you need special help.

____ Additional days incur an additional day's rental fee without prior approval.

Late Returns

____ If items are returned late, the customer will be charged for an additional day. If items are not returned within three days and customer is not able to be reached, replacement fees will be assessed and charged to the credit card on file.

Communication is important.

Set-Up Fees

____ This fee includes the setup or installation of the rented item and/or applying only the decorations that WE PROVIDE. Fees are based on total number of items, assembly time and decorating involvement. We do not install or decorate with items that were not provided by us. The set-up fee does not include breakdown, cleanup or removal. A tear down service is available for an additional fee. The set up does include flower wall backdrops, centerpieces, table settings, flower arrangements and etc.

- **Client Set-up:** If you opt to perform the set-up yourself, all rented items including accessories and small parts must be placed back into proper containers, and cleaned if necessary (example: candles, candle holders, petals, table crystals, and vases). Please do not leave water in your vases and do not discard small rented items. All vases, containers, boxes, totes, and packing materials must be returned to avoid replacement fees.
- Pre-set table presentations are available at an additional charge. Rituska Inc will preset your rolled silverware or a napkin with silverware. If you want for your napkin to be folded or presented a certain way, we have a nominal charge for that. The preset fee does not include plates or glasses. If you will want your plates & glasses pre-set, please inquire and we will calculate.

____ If you choose this service this will include unloading rentals through stairs, elevators and other structures at no additional charge.

____This service includes day before or day of the event set up. It is up to you on which date you would like us to set up. For life flowers – please be considerate that we would prefer to set them up the day of the event. If you still choose to do it day prior we cannot be responsible for longevity of the rentals.

Cleaning/Preparation and Room Readiness

____If, upon arrival, Rituska Inc discovers that tables, containers or other items require cleaning before we can properly setup your rentals, we will charge your account for cleaning and preparing the necessary areas/items. Or, we may have to simply drop off items and proceed to another event with no refunds being issued for paid set-up fees.

Please only initial the option that you prefer.

____ Please charge my credit card on file extra fee of wait time/clean up/preparation of \$50 per 30 minutes required, up to \$250 non-refundable.

Please keep in mind that at this time Rituska Inc representative might leave to do another delivery and come back. If you choose this option and the schedule doesn't permit Rituska Inc to wait or install as required we will simply leave the items at the venue. A curtesy call will be placed to a contact on file for the day of the event.

____Please drop off items and proceed to another venue. I understand my set-up fee will not be refunded and I will have to make alternative arrangements for the set up.

- **Example 1** - Tables that have beverage/food debris must be cleaned before we will install table linens. We will not install linens on soiled or damaged tables, as they may stain or snag. Please check with your service provider prior to booking your event to ensure proper preparation.
- **Example 2** - If your facility provides the tables and chairs, and has agreed to set up the room, and it is not ready upon arrival, Rituska Inc may have to simply drop off the items and proceed to another event, and no refunds will be issued for paid setup fees. If time permits, we will setup the room so that we may make an effort to perform our contractual obligation with you to complete the setup portion of your order. Please provide a telephone number for your Coordinator or family member who is in charge on the day of the wedding to discuss these types of issues, should they arise. Your account will be charged for the additional labor without additional consent. (It is important for these details to be settled ahead of time) We cannot keep other clients waiting who have scheduled deliveries and setups.

Day of the Event Contact Name: _____

Day of the Event Contact Phone Number _____

Candelabras

Candles are not included with the rental. Only drip-less or mechanical candles may be used on our candelabras. If candelabras are returned with wax residue, a \$25 cleanup fee per candelabra will be assessed.

Chair Covers

Rituska Inc is not responsible for damages resulting from improper use of chair covers. For Example: Chair covers can become crowded when too many chairs are placed around a table, and your guests will inadvertently step on each other's chair covers or rip them when they get up.

- **Ensure Proper Fit** - Please be sure of the style and size of the chair at your facility. Banquet chair covers do not fit folding chairs, and vice versa. It is important to find out at least 90 days in advance about your chair style, so that we may reserve them out of our stock accordingly. If Rituska Inc discovers that the chair covers were used improperly, we will seek compensation on replacement of the damaged chair covers. This includes: rips, snags, stains, and seams ripping etc.
- **Condition** - Since Rituska Inc does have a strict damage policy, our chair covers are in new, excellent or good condition when rented to our customer. Condition of the cover depends on the length of service of the chair cover. Small discrepancies or shoe marks on the bottom of the chair cover are normal and you will not be charged for covers returned in good condition with minimal shoe markings. So understanding these rules, a tiny unnoticeable mark on the bottom part of your rented chair cover is considered good condition. We will use common sense when assessing returned items. Damage fees are not part of our business, and we try to avoid this if possible, they will only be assessed if damage is visible and extensive.

To avoid such situations and extra fees, we strongly advise to get all or most of your rentals from Rituska Inc directly. We will price match any competitor in DMV area. Written quote must be provided for price match.

We also encourage you to get the Set Up services to insure proper installation of all items.

Damaged Rentals

Wax Damage to Linens - If damage or stains occur which require extra cleaning, client will be notified and billed of such services within 10 days after the event. Such damages would include wax stains. This is the most common cause of damages to linens. All candles must be in a glass container or set on a mirror, candle stand, glass or protective cover to eliminate wax spills on the linen. No candles are to be placed directly on the linen without an appropriate holder. If burns occur, the item is considered damaged, and must be replaced. If

there are any wax stains at all, even a small dot, the item will be considered damaged and will also need to be replaced.

Ink Damage to Linens - Ink and marker stains will not come out, so please do not provide coloring books for children on tables that you have rented linens for. Butcher paper from the craft store is more appropriate. You can still create a centerpiece for the children's table to tie it in with your other guest tables.

Chocolate Stain to Linens - For clients renting linens: Rituska Inc offers a plastic table covering rental for \$8. to be used under the chocolate fountain. This will prevent permanent damage to our linen and possible replacement fees to your account. If the client refuses the covering, the client assumes full responsibility for the chocolate stains and the replacement fee starting at \$40-\$80 for each table linen affected.

Glassware/Flatware/Dinnerware Rentals - Does not include: setup of the items on the tables, napkin folding, food handling, catering duties of any kind, including: table bussing, replacing glassware, dinnerware or flatware back into crates, beverage handling or setup of coffee urn or punch fountain. Caterer must monitor glassware/flatware usage and replenish the buffet/guest tables as needed during the event.

When calculating the appropriate amount of Glassware/Flatware/Dinnerware please consults your caterer. You can also choose to consult with Rituska Inc representative prior to placing your order. We are well experienced in event needs, and will be able to advise you on the number of each item necessary. Some extras need to be rented in case of damage caused during the event, such as dropped silver wear and broken dinnerware or glassware; we can help you calculate the number needed. You need to be aware whether the venue and your caterer provide dish cleaning services – this will greatly influence the quantity needed.

Additional items can be added to the order up to 90 days before the event. We cannot guarantee the availability of added items ordered later than 90 days prior to the event, but we will do our best.

Clean-up

Clean-up Service

Rituska Inc offers After Event Cleanup Services.

This includes removing and packaging all of the rental items, for pick up. This doesn't include cleanup of any items not rented from Rituska Inc.

This service is available starting at \$150 for a minimum of \$1,000 rental. It will take place within two days of the event.

For the Clean-up on the day of the event additional \$100 fee is required. You will not be charged additional fee for same day pick-up if you elect to have this service.

Self Clean-up

All items must be free of debris and liquids before returning. Catering items such as fountains, urns, chafing dishes or other must be rinsed before returning. Please discuss these services with your food provider. If the items are left in a full/dirty state Rituska Inc will charge a fee of \$25 per item. Deep cleaning of catering items is performed by Rituska Inc using professional means and the items are not to be dismantled by you or your food provider.

Some of the major guidelines are included in this agreement. Please see additional guidelines on returning rental items in Rental Items Guidelines document that can be downloaded on our site. You will be e-mailed or mailed this document and must have it signed and returned to Rituska Inc a least 10 business days before the event. If this document is not returned 10 days prior to the delivery, the rented items will not be delivered. The Deposit is none refundable and no refunds will be issued.

Misuse of Items

____ Upon pickup or delivery, if Rituska Inc perceives that misuse will occur, we will NOT leave the items and no refunds will be issued.

Paperwork

Please refer to our Check List Document that you can download on our website. It will outline all of the documents necessary for smooth rental and dates that this documents are due.

____ Rental and floral services require a 50% deposit upon order.

____ Final payment with changes, substitutions and final counts are due 14 days prior to the event.

____ Some items may be ordered or customized just for your order. These orders may not be changed within six weeks of your event. These items will be designated on your event order.

Damaged/Missing Items

____ Renter assumes full responsibility of item upon possession, and agrees to pay full replacement cost for lost or damaged items. Full cost of each item will be specified on your final order and finalized at least 10 days prior to the event; it must be signed and returned to us at least 14 days prior to the event.

Pricing Policies

Rental Prices are subject to change without notice. Price quotes are valid for 14 days. Orders with special pricing must be booked by the date specified. All rental prices are non-negotiable. However, large orders are eligible for a discount. Corporate rates available for linens and chair covers. Florists and event planners receive corporate rate on all vases, candelabras, and arches.

Weather Related Issues

____ Rituska Inc does not issue refunds for any reason, including inclement weather. Should bad weather or wind become an issue, Rituska Inc reserves the right to refuse or release such items and offer a substitution of in-stock items to help facilitate and indoor function. The client assumes all risks and hardships involved with having an outdoor event.

____ Please discuss "Plan B" with your coordinator for all outside events. Please submit it in writing to Rituska Inc, so that we are aware and have time to revise your order to accommodate it. If such plan is not submitted, we can not be held responsible for delivering items for it.

____ Rituska is not responsible for revising your event design the day or two prior to your event, should inclement weather be ensuing. It is our desire that your event go as smoothly as possible. However, if you choose to chance the weather, the client assumes full responsibility for wind and weather damages. If Rituska Inc arrives for a delivery and the weather is bad or impending, we will call you or a contact person to discuss options. Please always provide an additional contact name and number should you be unavailable the day of your event.

Payment Terms

Credit Card Terms

____ A valid credit card must be kept on file. The credit card will be used for damages, missing items, late fees, replacement fees, cleaning fees, or added services as outlined above. The credit card will be charged if changes are made the day of the event, such as added services, labor or additional items are requested or required.

Credit Card: Visa MasterCard American Express (please circle)

Credit Card Number: _____

Code: _____

Expiration Date: ____/____

Name of the Credit Card Holder: _____

Address for the Credit Card Billing _____

I, _____, authorize Rituska Inc, to charge my credit card \$.25 on the day this agreement is received, in order to verify the information is correct. I understand that the \$.25 fee is non-refundable onetime fee and I will be provided credit by Rituska Inc on my final bill for it in the full amount.

Signature _____

I, _____, authorize Rituska Inc, to charge my credit card for any unpaid balance for damaged and non-returned items, or any other specified items per this contract, as well as, the balance of my contract for any additional rentals or fees on the 10th day after my event took place. I understand that I will receive a written invoice by Rituska Inc within 5 business days of my event indicating all such fees and will have a chance to make alternative payment arrangements.

Signature _____

____ If you submit a check that is subsequently returned, you will be required to pay in cash or credit card only. A \$30 fee is assessed on all returned checks. Late payments – refers to any payment not received in our office fourteen (14) days prior to event date. Payments after this date will have to be made by cash, cashier’s check or bank issued money order or by bringing in client credit card and swiping it in our office which requires a client’s signature. Personal Check payments are not accepted the week of the event.

While we hold your credit card on file for any additional charges, we can use it to cover your deposit and final payment prior to the event; however we will not do so without your permission. We strongly advise you to use other means of payment, additional discounts are available on payments of other type then credit card.

Payment for Damaged/Missing Items

When you return your items on Monday or Tuesday, the office manager will check the items in but is not responsible to check for missing or damaged items. This will be done by our warehouse manager and you will be notified by phone of any missing or damaged items within five (5) business days. Rituska Inc will notify you within one week of the event if damages are discovered, or items are found to be missing upon sorting, laundering and counting.

____ You have a right to keep any and all of the damaged items. You will be required to pay for them in full within 14 business days, or your credit card will be charged on the 14th day.

____ Damaged items are discarded within 10 days unless the client requests to come pick them up. After 10 days, the client gives up rights to the item(s).

____ Photos of damages will be submitted as proof ONLY upon request. If damaged items are not paid for within 14 days, the credit card on file will be billed, unless payment arrangements have been setup with the owner.

Orders and changes

___ All order/service changes must be placed in writing, faxed or emailed as to avoid any confusion. A detailed invoice will be submitted following any changes to your order by email or fax.

___ Additional services require an appropriate deposit and will be charged to your credit card unless other terms are specified.

___ Emails are considered legal and binding and do not require a signature to be valid.

___ If changes are made the day of the event, a responsible party must sign for them upon delivery, pay with cash, or the credit card will be billed automatically.

Cancellations

Please be aware that once the contract is signed, and your event date scheduled, all other clients have been refused your specific rentals and services for your event date, and thus **all agreed to payments are non-refundable**.

___ All services may be cancelled if received in writing no later than 30 days prior to the event.

___ If such cancelation notice is provided within 90 days of the event you would not be obligated to pay the balance of your invoice, unless you placed a special order for an out-of stock item which was purchased specifically for your event. In such cases, you would be contractually bound to pay the balance due on the account.

___ If such cancelation notice is provided within 60 days of the event you would be obligated to pay 30% of the balance of your invoice, unless you placed a special order for an out-of stock item which was purchased specifically for your event. In such cases, you would be contractually bound to pay the balance due on the account.

___ If such cancelation notice is provided within 30 days of the event you would be obligated to pay 50% of the balance of your invoice, unless you placed a special order for an out-of stock item which was purchased specifically for your event. In such cases, you would be contractually bound to pay the balance due on the account.

___ If such cancelation notice is provided within 29 days or less of the event you would be obligated to pay 100% of the balance of your invoice.

Consulting & Design Fee

Please see Consulting & Design Guidelines Document available for download on our website.

___ Consulting with Rituska Inc representative is a free service for any customer that goes through with the rental agreement and pays in full. The number of consulting sessions is unlimited and client

can call, email, or request an in person or Skype meeting in at any time up and including to the day of the event.

____ For the customers who cancel their Rental Agreement prior to completion a separate charge of \$50 Consulting Fee for each in-person or Skype meeting with Rituska Inc representative will be assessed and charged along with the remaining fees.

____ Special Event Design and Item Design Fee varies and will be provided as separate invoice to the client prior to the work being done. Rituska Inc does plenty of free design work, fee is only established for complicated, custom, personalized, one of a kind designs. The client will be charged for the service prior to design being completed. Rituska Inc representative will continue working on the design till the Proof is accepted by the client. This fee is non-refundable.

Consulting packages contain services that are rendered on a daily basis leading up to the event and must be paid in full, even if the event is cancelled.

____ A credit in the amount of the deposit will remain on file if the event is postponed for 12 months since the date of the original event. The Balance of the invoice will not become due till the event takes place.

Photography Release

____ By signing this agreement, you give Rituska Inc permission to use the photos that we take at your event on our website and advertisements, materials, etc, with the understanding that you will not profit from them in any way.

Please choose one:

I, _____ allow Rituska Inc representative to use only the photos of the design. Please exclude any photos with individuals on it.

Signature_____

I, _____ allow Rituska Inc representative to use any and all photos with or without individuals.

Signature_____

You will receive a \$25 credit on your final payment if you allow us to use photos with individuals on them.

I, _____ will provide Rituska Inc with at least 15 professional photos from my event within 30 days of the event.

Signature_____

You will receive a \$50 credit on your final payment if you provide us with professional photos. However, this credit will be charged to your credit card on the 31st day since your event if the photos are not received. Photos must be submitted to us in electronic form, by either e-mail or a mailed CD or memory card. They must show Rituska Inc rentals and be in good format.

Non-Payment/Breach of Contract

No services contained in this contract will be rendered, delivered, or available if balance is not paid in full prior to your event. The last day to remove items from your order is 14 days prior to your event.

The following circumstances are considered a breach of contract:

- If payments are not received by the due date, and the credit card on file becomes invalid, expires, or we are unable to authorize it, your non-payment will be considered a breach of contract, and all previous payments are forfeited.
- If payment is not received in a timely manner, Rituska Inc will consider your rented items and services available for another client's use. Rituska Inc is not contractually obligated to accept payments beyond the due date, nor refund previous payments. We will schedule another client's event on your event date if we have been unsuccessful in contacting you or obtaining a response from you regarding payment. We will attempt to contact you using all phone numbers, email addresses and fax number. You will not receive a notice in the mail. We understand that some things happen which are out of your control and we will work with you if you experience difficulty. It is possible to modify your contract, but must be approved by Rituska Inc. Communication with us!

When you sign your order at pick up you are signing that you have received all of your items in good condition. You are also agreeing that the items are the correct items.

Name: _____ Event Date: _____
Email: _____ Cell Phone: _____
Home: _____ Work: _____

Event Date _____

Pickup & Delivery Information

I would like my order delivered: yes or no

Delivery Date: Time: _____

Delivery
Information: _____

Contact Name:
Contact Phone: _____ Cell: _____

Order Terms and Conditions:

Orders placed are subject to a 50% cancellation fee, even if the credit card payment has not been processed. Customer agrees to the Rental Terms and Conditions.
ALL PAYMENTS ARE NON REFUNDABLE.

Client Signature: _____

Client's Name Printed _____

Date: _____

Rituska Inc Representative Signature _____

Title _____

Printed Name _____

Rituska Inc 532 Beall Ave Rockville MD 20850