

BagpipeBand.Com

Symphony Studios, Inc

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Rental Terms & Conditions

Reservations & shipping : No rental will be considered booked & accepted until the non refundable deposit (\$50 each outfit) has been paid. The full rental balance will be charged to your credit card on file 3 weeks before your event date. Reservations that are made less than 6 months from the event date will be charged the full balance instead of a \$50 deposit. Orders will be shipped roughly 10 days prior to your event date, and shipments will be made by Fed Ex ground. If a quicker delivery is desired, options are available at the customers cost. All rentals include free shipping, we will pack & ship the items to you at no charge, both ways.

\$50 non-refundable deposit, per person :

- If your full balance has been paid & you cancel your rental less than 30 days before your event date, your whole balance will be forfeited, we will offer no refunds or credits.
- If your full balance has been paid and you cancel your rental more than 30 days before your event date, we will refund everything except the \$50 non-refundable deposit per person.
- If your \$50 non-refundable deposit has been paid (and your remaining balance is still outstanding) and your event is canceled, we will keep your deposit and clear out your remaining balance.

Improper measurements : A checklist is provided to ensure all items have been enclosed. **Symphony Studios, Inc** cannot be held responsible for improper fittings due to our customer accidentally giving us wrong measurements. If such event is to occur, we will work with you to exchange items as quickly as possible, if available. The customer is then responsible to pay for any additional shipping costs. We cannot guarantee compensation for any complaints after the event.

Damaged & lost merchandise: Any rental merchandise that is damaged beyond reasonable repair, or that is lost while in your possession, will be charged to your credit card at full retail price. Torn and damaged items that we deem repairable will be repaired at a fair price and charged to your account.

Any rental merchandise returned permanently stained, soiled, or water damaged, will be charged full retail price for replacing the items. Any rental kilt or shirt returned with bodily fluids on them will be packed up and returned to you at retail price. Kilts start at \$389, tux shirts are \$39.95, Highlander shirts are \$59.95.

If an article of clothing, a shoe, or any item rented is wet from perspiration or water, it must be air dried (not in machine dryer) before shipping. The customer will be held responsible for mold/mildew infested items due to shipping wet clothes or shoes. Since mold/mildew destroys clothing & shoes, the customer will be charged full retail price for unsalvageable items damaged by mold/mildew.

Ironing the kilt's exterior can damage the fabric. It should be ironed from the inside if needed. Do not let the hot iron touch the jacket; you should have a piece of cotton fabric between the jacket and the iron. The best way to get wrinkles out is steaming so damage does not occur.

Any personal items (sunglasses, etc.) that are accidentally left in a rental return will be sent back to the customer at the customers cost. **Symphony Studios, Inc** is not obligated to initiate contact in regards to a lost & found issue. If you think you might have accidentally sent us something that belongs to you, call 215-968-9542.

Extended rental fees: If you are sending rented items to us via ground they must be scanned by the delivery driver on the first business day after your event. If you cannot make it to a Fed Ex or UPS location on the following business day after your event, you have 2 options: accept the "extended rental fee" or ship the item via express so that it arrives on the due date given. All rental merchandise is to be returned by the due date given. To compensate for lost business, any rental merchandise not received by the due date shall be subject to an "extended rental fee" of \$25.00 a day, per person. The fees and/or merchandise replacement fees will be charged to the credit card given on your rental account. For any full formal rental outfits not returned within 7 days of your due date, there will be a charge of \$1,200 per package to your credit card on file. For any individual items rented (IE: kilt only) the full retail price for each item will be charged to your credit card on file.

Your signature below signifies that you understand and agree with the above rental terms & conditions stated by **Symphony Studios, Inc**.

Print Name _____ Sign Name _____ Date _____

Reservation name (ie: Bride or Groom's last name) _____ Date of event _____