

Delivery Process

Once the rental application is completed, LaClaire's Event Supply Shop will confirm item availability and provide a final quote.

Delivery process:

1. Customer completes rental application.
2. LaClaire's Event Supply Shop confirms rental items and date.
3. Customer pays deposit to secure booking.
4. Remaining balance is due before delivery.
5. Delivery time is confirmed 24–48 hours before event.
6. Rental items are delivered to the address provided.
7. Customer or approved person must be present to receive items.
8. Pickup is completed after the event or on the agreed pickup date.

Items must be placed in a safe, dry, accessible area for pickup. Customer must make sure all rental items are together and ready when pickup arrives.

Delivery Fees

Delivery fees are based on distance, rental size, item weight, and pickup time.

Location / Distance	Delivery + Pickup Fee
Local delivery within 5 miles	\$50
6–10 miles	\$75
11–20 miles	\$100
21–30 miles	\$125
31+ miles	Custom quote
Same-day late-night pickup	Add \$50–\$100
Stairs or difficult access	Add \$25–\$75

Rush delivery	Add \$50+
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Delivery fee includes drop-off and pickup only.

Setup, decorating, balloon installation, table styling, or event planning are not included unless added in writing for an additional charge.

Short Website Version

Rental Policy:

All rentals require a deposit to secure the date. Deposits are non-refundable. Customer is responsible for any damaged, missing, or broken rental items.

Cancellation Policy:

Deposits are non-refundable. Rescheduling may be allowed one time based on availability. Same day cancellations are not eligible for refund.

Delivery:

Delivery and pickup are available for an additional fee. Delivery fees are based on location, item size, and pickup time. Customers must be present at delivery and pickup.

Important:

LaClaire's Event Supply Shop is a rental-only company. No decorating, no setup, and no party planning are included unless agreed to in writing.