



Lilac

EVENT RENTALS

FAQ'S

What is required to reserve items for my event?

The items are reserved upon receipt of a signed rental contract and a 50% deposit. Balance is due as indicated on the invoice we will provide.

What does the damage waiver cover?

Our damage waiver covers ordinary wear and tear to rentals, which can be remedied by cleaning and/or paint touch-ups.

What does the damage waiver NOT cover?

The damage waiver does not cover the shortage, loss of items or damage due to an improper or abusive use of items.

What happens if I lose or break the item?

A replacement fee will be charged.

What does the delivery cost include?

Our delivery fee includes delivery within our standard delivery window (10am to 4pm). A 2-hour delivery window is 2x the base delivery fee

What is your delivery rate?

\$50 plus \$.75 per mile from our office located at 2610 W FM 544, Wylie Texas 75098

FAQ's

What is your pick up rate?

\$100 plus \$.75 per mile from our office located at 2610 W FM 544, Wylie Texas 75098. There is a \$100 late night pick up fee for pickups after 12AM.

What are your minimums? (For Delivery / Set Up)

Monday - Thursday: \$500 in Rentals / Friday - Sunday: \$750 in Rentals
** For self pick up and return, there is no order minimum.

Set Up / Strike

Set up and strike service is available at a reasonable cost if arranged in advance.

I am looking for an item that I don't see on your guide

If you don't see a product you would like for your event, please contact and we can help you find just what you need.

What if I want a very specific piece of décor?

We can custom make it! We have incredible designers. Contact us and we will help you create your vision.

Order Changes / Cancellations

Should be made at least 7 days prior to delivery to avoid any additional charges.