

## **Terms of Service**

**1. Introduction** Welcome to Signsational! These Terms of Service outline the agreement between Signsational ("we," "our," or "us") and the customer ("you," "your") regarding the rental of our flower walls, arches, or any of our other displays for your events.

### **2. Booking and Payment**

- A non-refundable deposit of 20% is required to secure your booking.
- Full payment is due 10 days before the event date.
- Payments can be made via our business Venmo account, you may use credit cards via Venmo payment as an option as well. Receipts will be furnished upon payment.
- Late payments may result in cancellation or additional fees.

### **3. Cancellation and Refund Policy**

- Cancellations made 30 days before the event will receive a full refund (excluding the deposit).
- Cancellations within 7 days of the event are non-refundable.
- Rescheduling is subject to availability and may incur additional fees.

### **4. Delivery, Setup, and Pickup**

- We will deliver and set up the display, (e.g, flower walls, arch, props, etc...) at the agreed location and time.
- Setup typically takes (to be determined based on rental specifics)
- The customer is responsible for ensuring adequate space and accessibility for setup and that any necessary permissions for delivery and installation are obtained (if required). Any access- related issues or restrictions that arise may result in additional fees or a delayed set up time.
- Pickup will be arranged at the end of the event, or the time agreed upon.
- Cancellations: In the unusual event that we may have to cancel due to unforeseen circumstances (e.g, equipment malfunction, strong weather conditions, or major life event), If rescheduling is not feasible you will receive a full refund.
- No refunds will be issued for weather related damages or failure to meet the delivery set up time due to (e.g., storms, high wind, snow)

## 5. Customer Responsibilities

- Any displays must not be moved or altered after setup.
- Any damages or losses incurred during the rental period are the responsibility of the customer and may incur fees or replacement costs.
- No adhesives, pins, or decorations should be attached to any of our displays without prior approval
- The customer must ensure guests follow proper usage guidelines. No smoking, open flames, or pyrotechnics should be used around the rentals. Food, drinks, wet items, or anything that may stain the decoration, prop, flower wall or arch should be avoided.
- **Safety precautions:** The customer agrees to ensure that all individuals attending the event adhere to all safety guidelines regarding our rentals including warnings about the potential risks, such as sharp edges, lighting fixtures or potential hazards from the weight of a structure or chance of tipping over.
- Although our structures are secured, the structures and rentals are for display only! CHILDREN MUST BE ATTENDED, running into or playing around the rental displays can cause it to tip. Doing so can cause injury or harm to a child and or the display. This is the responsibility of the customer.

## 6. Liability for injury and Damages

- We are not responsible for any injuries, accidents, or damages related to the use of the flower wall, arches, or any other rented equipment or props. We are not responsible for any injuries, damages or losses sustained during the event including but not limited to bodily injury, property damage, or damage to the rental or any related equipment. The customer assumes all risk associated with the use of any of our (SIGNSATONAL) rental properties.
- In case of damage, the customer will be charged for repairs or full replacement costs.

## 7. Weather and Outdoor Events

- If the event is outdoors, the rental must be placed in a secure, dry, and shaded area.
- We reserve the right to refuse setup in unsafe conditions (e.g., strong winds, rain) refund may be given, without the 20% deposit.

## **8. Force Majeure**

- We are not liable for cancellations due to circumstances beyond our control (e.g., natural disasters, government restrictions, emergencies, or any other unforeseen circumstances.(e,g) equipment malfunction, major storms, or a major life event. In such cases, we will work with you to reschedule or refund the full rental fee.

- **9. Photography and Marketing**

- We may take photos of the setup for promotional use unless otherwise requested by the customer in writing.

**10. Agreement** By booking our services, you agree to these terms and conditions.

For questions, please contact us at [Signsationalnj@gmail.com](mailto:Signsationalnj@gmail.com)

[I accept the terms. Yes, I agree, I accept the proposal.](#)