



FAQs

How soon do I have to place my order?

The sooner the better. For tents and large scale events you should be thinking of one or two months in advance or even earlier if you can. For small orders, usually a week or two is sufficient.

Is there a delivery charge?

Yes there is a delivery charge. A minimum rental amount depending on city location plus the cost of delivery. The delivery charge does not include set up and break down of the rented items. Rental items will be dropped off within 65 feet on convenient ground level areas or loading dock. Please call for rates on special situations. We expect the rental items to be stacked in the same location for pickup.

What about delivery and pick-up after-hours, weekends and holidays?

For your convenience Wally's is open seven days a week and closed only four days of the year. Deliveries or pickups made outside of business hours is available with advance notice and additional charges will apply so please call for details.

Can you deliver without my being there?

Yes, provided you have an agent, neighbor or friend on-site willing to count/receive and sign for rental items.

Will your delivery driver carry tables & other rentals into my house, downstairs etc.?

No, we cannot for insurance and liability reasons. Our delivery personal will stack them in a mutually convenient location and pick them up from the same spot. If you do have a special circumstances please call the store ahead of time to prearrange delivery options.

Do you set up the table and chairs?

Yes, this service can be provided for an extra fee. Please call our office for information.

What is your cancellation charge for orders?

Wally's guarantee your rental items at the time of reservation. 100% cancellation fee will apply if order is cancelled, downsized or changed. If you anticipate possible changes we recommend ordering less product than need.

Do I have to wash the linen?

No. They will be laundered anyway so just shake it out to remove any debris. Don't pack them in a plastic bag because they will mildew over the course of a weekend.

What about losses?

Breakage, missing or weather damaged items are charged at replacement value. A damage waiver fee is available for tool and party rental product that covers accidental damage, not neglect or loss. If damage waiver was opted party items, broken pieces must be returned with the order. An additional loss/breakage deposit may be taken at the time of orders.

Do I have to wash the dishware, glassware, and flatware?

No. Wally's take care of the sanitary process, however all items must be rinsed food free to avoid any additional fees.