

# Willow & Ivy Design LLC-Rental/Service Contract

This agreement is established between \_\_\_\_\_ and Willow & Ivy Design LLC for services contracted for an event on \_\_\_\_\_.

## **Terms & Conditions:**

Willow & Ivy want your event to be as stress free and perfect as possible. If you are unhappy at any time or last minute issues arise, please bring it to our attention so we can resolve any problems. Customer service is our priority!

Two consultations are offered at no charge to clients, per event. Additional consultations will be subject to further charges of \$50 per consult.

Changes to the event order can be made up to two weeks before the event. Additional charges may occur for additional product or add-on services, and availability may be limited.

Willow & Ivy reserves the right to use any photos taken of our designs at your event, for promotional purposes.

Though Willow & Ivy may be able to prepare & provide floral items and rental items for your event, all other services are contingent on staff availability. Services are not guaranteed with floral contracts.

Materials used and/or left by designers to assist in delivery and transport of materials (i.e buckets, vases, totes, boxes) may be used to assist the client on the day of the event and should be treated as rental items unless the client has chosen to purchase such items. All rental materials are to be returned to Willow & Ivy Design following the event. If items are not returned, client will be charged for cost of each item.

Meals must be provided to Willow & Ivy staff by the client for any "half-day" or "full-day" services. (i.e rehearsal, wedding day coordinations)

A \$50 rental deposit per every \$100 of total items rented is due at time of rental pickup/delivery and will be refunded upon return and inspection for damages of rental items. Willow & Ivy reserves the right to withhold any/all of the deposit if property broken or returned with damages. If replacement value is greater than the rental deposit, the client will be billed.

If damage/loss occurs, the client will be charged five times the rental cost to replace the item, OR the cost to repair the item. Whichever is less expensive.

Willow & Ivy is not responsible for damages to product made in transit due to client pick-up, delivery, and/or handling. Once Willow & Ivy releases items to client, the client becomes fully responsibility for items.

Rental items must be returned in their original state. (no wax on glassware, no writing on chalkboards, cleaned, etc) A cleaning fee will be taken from the rental deposit if items are not returned in proper condition.

Batteries are not provided or guaranteed with any battery operated rental item.

## **Quotes & Payments:**

A \$100 non-refundable deposit is required to secure and reserve rentals/services for your event. We serve clients on a respectful first come-first served basis. This deposit is discounted from the client's ending balance due.

All payments must be made by cash or check written to Willow & Ivy Design. All returned checks will result in a \$30 fee added to the total balance.

50% of the quote is due no later than one month prior to the event. The remainder of the balance is due upon delivery. Items will not be delivered without final payment.

If a client contracts services from Willow & Ivy Design less than one month before the client's event, the \$100 deposit is due immediately and half of the quote is due upon signing a contract.

If the client misses a payment deadline, a \$5, non-refundable, fee will be applied for every day the payment is late, to the total amount due.

### **Cancellations & Refunds**

Though we hope it never happens, a client can choose to end their contract at anytime by notifying Willow & Ivy Design. \$100 deposits are non-refundable. Remaining refunds will be dependent on date of contract termination:

**4 Weeks+ Before Event**=50% down payment and 50% final balance payment (Full refund)

**1-4 Weeks Before Event**= 50% final balance payment,50% down payment must be paid (1/2 refund)

**Within 1 Week of Event**=Contract must be paid in full (No refund)

In the unlikely event of emergency, fire, or natural disaster, and services cannot be provided by Willow & Ivy Design, liability is limited to a full refund of event charges.

A client may change/postpone their original event date with notification 1 month+ in advance with no penalty, contingent on Willow & Ivy's availability. Fees will be transferred accordingly. The new event date must fall within one year of the original event date. A date cannot be changed or postponed more than once. If the client would like to change the date for a second time, the original \$100 deposit is forfeited and a new \$100 deposit is required.

Willow & Ivy reserves the right to terminate this agreement at any time if obligations cannot be met by the client.

### **CLIENT INFORMATION**

**Client Name(s):** \_\_\_\_\_

**Client(s) Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Type of Event:** \_\_\_\_\_ **Event Date:** \_\_\_\_\_ **Event Time:** \_\_\_\_\_

**Event Location:** \_\_\_\_\_

**Rental Pickup/Delivery Date/Time** \_\_\_\_\_ **Rental Pickup/Return Date/Time:** \_\_\_\_\_

**Notes:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I, the undersigned client(s), understand and agree to the contractual terms stated above and have checked that all information is correct.**

X \_\_\_\_\_ Date \_\_\_\_\_

X \_\_\_\_\_ Date \_\_\_\_\_

**Client Signature(s)**

Please mail to:  
**Willow & Ivy Design**  
**1106 Oakes Rd**  
**Boscobel, WI 53805**