

Frequently Asked Questions and How To Rent from Rose Brand

Are velour drapes different than other rental drapes?

Yes. Our velour is much more luxurious than the rental drapery typically seen at trade shows. Your Rose Brand rental drapes will be beautiful, but also heavier than Banjo Cloth. Remember to use more bases and uprights in smaller drape runs to accommodate the extra weight.

Can I use the drapes outside?

Our Velour is made to be used inside only. Exposure to liquids or very high humidity may damage the fabric.

Can I transfer my rental to another party?

Please return your rental goods directly to us.

May I attach anything to the drape?

Please do not alter the drape in any way. Use sign hooks and other hardware to hang displays directly on the supports.

What happens if the drape gets damaged while I'm using it?

We will inspect the drape when it is returned to us and contact you with a damage assessment. If a pre-rental deposit was required, we will deduct the cost of the damages from your deposit.

What if the drape is damaged when I receive it?

Please call us within 24 hours after you received the goods so that you will not be charged.

How are bases packed?

If you are picking up one or two bases, they will be stored in a cordura bag. Larger quantities are packed in wooden caster boxes for easy handling.



Do you have a minimum rental period?

No, but our minimum rental price is equal to one-week's rental.

If I rent for one day, when do I need to return the goods?

By the end of the one-day rental period.

When should I return the goods if the rental period is longer than one day?

Please return the goods by 12:00 noon on the date specified on the rental order to avoid any late fees.

Will a deposit be required?

Yes. The amount of the deposit is determined by the size of the rental.

What is your cancellation policy?

Please call us at least 24 hours prior to your ship date and you will not be charged.

Where should I return the goods?

Please direct your return to the location where your rental originated.

Does the rental price include sales tax or shipping costs?

Shipping and tax are billed separately. If you have a tax exemption, please present a fully executed resale or tax exempt certificate to us prior to the beginning of your rental period.

We are Proud Members of ESTA, USITT, CETA, ISES.



 **ROSE BRAND**

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