

## Resources - Policies

Updated March 24th, 2026

# Delivery Service



- Delivery and pickup services are available for a fee based on your location.
- All deliveries are curbside/door-to-door only. Our crew does not bring equipment inside homes or carry items up or down stairs, including decks or patios.
- If you've rented a tent, equipment will be placed underneath it.
- If the setup area is far from where our truck can park, we may leave the items at the nearest safe location behind the truck.
- Equipment will be delivered neatly stacked—please restack items the same way for pickup.

### Payment

- All orders must be paid in full by the day of delivery.
- We accept cash, checks, and all major credit cards.

### Customer Responsibility

- Once delivery is made, you are responsible for all rented items listed on the contract.
- Check all item quantities at delivery to ensure everything is correct.
- If anything is missing, notify Delux Tents Mid Michigan immediately.

### Delivery Timing

- A minimum four-hour delivery window is required.
- Whenever possible, deliveries are scheduled for the day before your event.
- Delivery times and windows CANNOT be changed during the week of your event.

*Thank you for your business*