

Please fill out completely
and email to:
info@provenancerentals.com.



Rental Terms & Conditions

CUSTOMERS WHO HAVE NOT ESTABLISHED CREDIT WITH PROVENANCE RENTALS

If you do not have an open account with Provenance Rentals, we require the following:

- Payment of your rental fees in advance of picking up your order.
A deposit equivalent to 50% of the replacement value of the items you are renting.

OR

- A deposit equivalent to 25% of the replacement value of the items you are renting

AND

- An insurance binder which lists Provenance Rentals as “Additional Insured” and “Loss Payee”. The insurance binder must be valid for at least two weeks beyond the length of the rental.

Checks

Funds are verified on all checks.

It is Provenance Rentals’ policy to deposit all “deposit checks”. Deposits will be refunded when all of the props are processed by our Receiving Department, and it is determined that the order was returned on time and that there are not any charges for lost and damaged props. If there are late charges or charges for lost and damaged props, these charges will be deducted from the deposit and the remaining deposit funds will be returned to you.

Credit Cards

A credit card authorization form must accompany all orders paid by credit card. The credit card authorization form authorizes Provenance Rentals to bill the card for rental charges, late charges, handling charges and/or loss and damage charges. Deposits will be run as a “HOLD” on funds. If props are returned on time without any loss or damages, the hold will be released. If props are lost, damaged and/or returned late, Provenance Rentals will notify the cardholder and/or the set decorator of the fees involved before the charges are placed on the card.

Credit Accounts

In order to establish credit with Provenance Rentals, we request that you complete a credit application. It normally takes 10 working days to review the application and if approved, to set up your account. In the interim, we ask that you post a deposit and pay your rental fees in advance of picking up your order. When applying for credit with Provenance Rentals, we ask that you also provide us with the following information:

- A contact name and phone/fax number for your Accounts Payable Department
- Your purchase order policy
- A list of “authorized” account users - if you are limiting the use of your account to specific individuals

Please fill out completely
and email to:
info@provenancerentals.com.

Weekly

Props are rented and invoiced on a weekly basis. The rental period begins on the day of pick-up and continues for seven days. At the end of the seventh day, we allow you one extra “grace” day to return your props. For instance, if you were to pick up your order on a Tuesday, your props would be due back on the following Monday. The following Tuesday would be considered your “grace” day. If the props were not returned by 5 p.m. on Tuesday, you would then be charged for an additional week. Additional weeks are billed at the rate of 50% of the first week rental.

****Handling Charges:** If an order is cancelled after it has been processed and pulled to the shipping dock for pick-up, a 25% re-stocking fee (handling charge) will be assessed for those items that were already packed for shipment.

PRODUCTION RENTALS We offer production rental discounts to our customers, but they are not automatic. They must be established at the time the order is placed with a sales representative. (A production rental discount cannot be generated retroactively after an order has shipped/packed for will call.)

Production rental discounts run as follows:

First week	Full price
Second week	50% discount
Third week	50% discount
Fourth week	Free of charge

It is important to note that if orders are returned after the production rental time period expires, weekly late charges accrue at the rate of 50% of the first week rental. Production rentals are billed in their entirety during the first week of the rental. We do not provide “credits” if props are returned early. In the event you have questions about our policies, please do not hesitate to contact a sales representative.

Student Discounts

Requests for student discounts (25%) will be submitted to Provenance Rentals for approval. In order to process a discount, we will require:

- A valid student identification card
- A letter from the school (on school letterhead) confirming that the order is for a student film. The letter should contain the name and phone number of a contact person at the school.

Thank you. We appreciate your business!