

Volume Renter Guidelines

Welcome!

Welcome to MassageTableRentals.com, a NaperMed Company! We want to offer a few guidelines to our customers ordering 5 or more tables. We are here to help with your event, and to provide you with high quality, well-maintained rentals delivered on time to your venue. The following guidelines address common questions about the rental process for organizations renting 5 or more pieces for events, and includes rental for every type of product, including tables, chairs, chaises, stools, etc.

Our Service

We strive for best in class, hospitality level service, including:

1. Providing up to date tracking on shipments
2. Courier services as needed to special locations
3. Multiple warehouses to allow us to ship equipment to anywhere in the lower 48 United States in 2-3 business days
4. Online ordering, with a history of invoices, tracking, and notes on your order
5. Free online quotes
6. Assistance with your ordering and estimating needs

When to Order – First Come, First Served

We rent on a first come, first served basis. The earlier you order, the earlier we put your order on our warehouse calendar, and plan around it. All orders that come after yours are subject to availability, based on your order. We do not reserve equipment for a possible order, but do reserve equipment for a paid order. Many of our customers order weeks and months prior to the event, so they have their order in the system and on the calendar. This ensures we have the equipment they need ready well in advance.

We have a large stock of tables, but it is possible for your first choice table to run out of stock. The earlier you order, the better your chances of receiving the equipment you prefer for your event. Keep in mind that the larger, more costly tables to rent are also more costly to ship as you consider your event budget.

Volume Renter Cancellation Policy

For orders of 5 or more tables, we plan for 1 prep day in the warehouse, a pickup day by the carrier, and 2-3 days in transit. The equipment also needs to arrive 1-2 days prior to the rental day for volume orders. We can work closely with you and FedEx or the courier service, if you are using courier service, to ensure the best possible delivery plan is in place.



Adding additional rental units to the first order is easy to do. We can create an add-on order for additional equipment once your primary order is in the system.

Reducing the quantity of rental units (Partial Cancellation) requires notice to us prior to shipping your order. To be safe, a 7 day notice of cancellation on volume orders before the rental use day is recommended.

Payment Methods and Terms

We do not ship rental items without payment. While we can accept a purchase order to confirm the event details, we cannot ship the rental until the rental fees are paid. All orders are placed on our website, so the person placing the order receives an immediate record of the order number and order details. To retrieve an invoice, simply log in to www.massagetablerentals.com to reprint your invoice.

Credit

We accept Visa, MasterCard, Discover, and American Express.

Check

If you would like to pay by check, we can place the order via our website, and provide you with the order number and payment address to complete the payment prior to shipping your order. We suggest providing a credit card so we can authorize the deposit amount against the card on file, and so you have a backup form of payment should the check not arrive on time. You may also opt to pay the deposit with a check, which we will then deposit here, and refund once the equipment is returned and inspected. We issue deposit refunds when the refund was paid by check in 1-10 days after the equipment is received back and inspected by the warehouse.

Thank you for choosing MassageTableRentals.com! If we can help you further, please call us at 800-687-5199, or email us at orders@napermed.com. We look forward to working with you!