

Holzmueller Rental Department Payment and Deposit Requirements

Thank you for placing an order with us. This is a list of our policies regarding payments and deposits on our rental gear. Please read this thoroughly in order to prevent confusion and delays in your order.

Payments

- Unless you have established a credit account in good standing with Holzmueller, payments on all rental items must be made **at the time the order is picked up**, or before.
- You may pay for your order with **cash, check or credit card**. We accept **Visa, Master Card and American Express**. For check purchases, we require that the check be pre-imprinted with a current address, and we will require a telephone number and valid California Driver's License
- If your order is being delivered, we must receive payment in advance.
- There is a \$25 fee on all returned checks.
- Special orders on expendables, such as custom gobos, must be paid for when the order is placed.

Deposits

- Deposits are required on all rentals if you do not hold a valid credit account with Holzmueller. No exceptions.
- The deposit consists of an imprint of a credit card as well as the California Driver's License of the person whose name is on the card. **We cannot accept a check card or a debit card for a deposit, even if it has a credit card logo on it.**
- **We will hold the imprint of this card until the rental is returned in full. If all of the gear is returned and there is no damage, the charge slip will be shredded.**
- We cannot accept a check for a deposit.
- If your order is being delivered by Holzmueller or picked up by someone other than the person whose name is on the credit card, the Holzmueller Credit Authorization Form must be filled out in full and be faxed to (415) 695-8293 **prior to the rental gear leaving the building.**
- **Any order containing moving lights, truss or chain motors requires that we have a certificate of insurance for at least 1 million dollars on file from you or your company.**

These policies are in order to protect you as well as Holzmueller; therefore we cannot make any exceptions. We want your event, as well as all of our other customers' events, to be as successful and problem free as possible. In order to accomplish this, please be prepared when we ask you for payment and deposit information.

Thank you,
The Holzmueller Rental Department
415-826-8383
415-695-8293 Fax