

FREQUENTLY ASKED QUESTIONS

Q: DO YOU HAVE A MINIMUM?

We do have an equipment rental minimum of \$150.00 for orders that are picked up at the warehouse. So if you just need that one tablecloth or a few extra seats at the dinner table, you may place an order and pick those items up at the warehouse. If you need delivery, we do require an equipment rental minimum of \$250.00.

WHAT ARE YOUR DELIVERY AND PICK UP POLICIES?

Our normal delivery hours are Monday through Friday from 8:00am to 5:00pm and Saturday from 8:00am to 3:00pm. Please refer to the contract for your assigned morning or afternoon window. We will always try to accommodate a requested window so feel free to specify when placing your order. Should you require after hours delivery or specific timed deliveries, please visit with your Sales Stylist.

DO YOU OFFER SET UP OR SPECIAL SERVICES?

We are happy to handle set up of our own equipment to include tables, chairs and linens. Please inquire with your sales stylist regarding the charges and to schedule these tasks.

Q: WHAT IS INCLUDED IN THE RENTAL PRICE?

Once you call or visit the showroom, you will receive a quote that will include the equipment rental damage waiver, delivery and tax. There may also be extra charges that are requested either by the client or location may also be included on the quote such as set up, strike, portering services or after hours pick up.

Q: WHAT SIZE EVENT CAN YOU ACCOMMODATE?

Whether it's intimate dinners for few or large events for hundreds, our extensive inventory allows us to service multiple events at a time. To check on availability and quantities, please contact your Sales Stylist or email info@poshcouturerentals.com

Q: HOW FAR OUT SHOULD I BOOK MY EVENT

The earlier the better in order to secure the availability of collections. We carry the largest selection of china, flatware and glassware in the country. Therefore the more popular and limited quantity couture pieces are in high demand. Due to the nature of the event industry, we are always ready to accommodate last minute orders.

Q: SHOULD I MAKE AN APPOINTMENT TO SEE THE COLLECTIONS?

We strongly encourage our clients to make an appointment in order to better service them and provide a true boutique experience. If you are out of town or unable to visit, please use our virtual table to

assist you in designing unlimited tabletop options. One of our Sales Stylists can put together looks for you and send it to you our virtual showroom. See our contact page to book an appointment.

Q: CAN I MIX AND MATCH BETWEEN COLLECTIONS OR PULL CERTAIN COLORS FROM ONE COLLECTION?

We encourage mixing and matching between collections! However, certain collections are intentionally curated with mixed patterns or colors (for example, the blue and white china) or are mixed because they are antique collections that can't be renewed (for example, The Sevres Collection). Our Sales Stylists can assist you in mixing and matching to get the most savvy style for your overall budget.

Clients who have already contracted with us for an event or a current POSH Preferred Member may borrow samples for mock ups.

Q: CAN I COMBINE YOUR RENTALS WITH THOSE OF MY OWN OR ANOTHER RENTAL COMPANY?

We encourage incorporating our rentals to freshen up your personal collections. Since we have a variety of collections in every price range, we should be able to accommodate all of your rental needs. We even have kitchen service and equipment for rent. Due to our couture pieces having limited availability for repurchase or are antiques, we do not allow them to be mixed with other rental companies in order to ensure they are not broken/misplaced and we will work with you to accommodate your entire rental order.

Q: CAN I USE YOUR PRODUCTS FOR A PHOTOSHOOT?

Our POSH Preferred Members may use our products for photoshoots and marketing items as long as they follow our photoshoot guidelines. You can download a PDF of the policies here. We have special agreements with D Magazine and Brides of North Texas. Please contact us for more details at info@poshcouturerentals.com

Q: DO YOU DELIVER OUTSIDE OF TEXAS?

Yes, we offer deliveries nationwide. Please contact one of our Sales Stylist to for a quote.

Q: HOW DO I SECURE MY ORDER?

A non-refundable fifty percent deposit is required to reserve collections and services for your date. The final payment is due with the final counts the week of your event. Please see our rental contract for more details.

Q: CAN I CANCEL OR CHANGE MY ORDER?

The deposit confirms the inventory for your event and prevents it from being sold for other events. The deposit is non refundable and applies to the balance of your invoice. Within 72 hours prior to delivery, the invoice will be due in full. Please see our rental contract or more details.

Q: HOW WILL MY RENTALS ARRIVE AND HOW SHOULD I PACK THEM BACK UP SO THEY ARE READY FOR PICK UP?

Your china, flatware and glassware will arrive clean in racks covered in plastic. It is best to open the plastic at the top and keep it around the crate to collect waste and to identify the correct rack for restocking the item. We take extra steps to label our tabletop to correspond with your event so please let us know which item you are using for each course or glassware for table or bar so that we can properly label it for your caterer. They will love you for it! Our chairs arrive in stacks of ten with protect covers to prevent scratches. The cushions will be separate in bags. Please note that unless you prearrange service with us, we will need to pick the chairs up the same way we dropped them off. Let's not forget the service pieces; many items such as chafers come in specialty built crates so please allow for space.

It is not necessary to wash the dishes, just scrape off any excess refuse and put back in the container. That is the beauty of rentals—no one likes to do the dishes after the party!

WHO DO I CALL IF SOMETHING IS NEEDED AFTER HOURS?

Outside of our normal business hours and for events in progress, please call our Emergency Haute Line at (214) 675-7066.

WHAT HAPPENS IF SOMETHING BREAKS OR AN ITEM IS MISSING FROM MY EVENT?

This is probably the most frequently asked question and the most misunderstood. You may elect to pay our damage waiver which is automatically calculated as a fixed percentage of your equipment total. The damage waiver covers usual breakage at an event such as broken ceramic, glassware or china. Items not covered under the damage waiver are equipment that does not break such as flatware, napkins, waiter trays, linens and stands and silver trays. These items are generally misplaced and we will work with you for up to seven days after the event for the return of such items.

WILL YOUR SALES STYLIST ASSIST ME IN PLANNING MY EVENT?

Our helpful Sales Stylist will be happy to make suggestions regarding quantities for tabletop or bar and assist you in selecting the best look for your event for your budget. We are happy to make suggestions on linen choices and tabletop to suit anyone's savvy style. We are also happy to set up site visits for full scale rental production and are happy to work directly with your caterer or designer to make sure all of your equipment needs are covered. We work with the top professionals in event design and catering and can make recommends to these all fields of planning to make your event flawless. However, in order to provide you with the most current rentals and top level service-- we leave the planning to the planners.

DO YOU OFFER DISCOUNTS?

We have our POSH Preferred Program for our event industry specialists. For our retail clients, we welcome you to sign up on our website for seasonal specials. We do offer generous discounts for complete rental orders and for non-profit 501c3 organizations.