

Pro Applestar Rental instructions and policies

Please confirm your order by e-mail, including the following information:

- Dates of use
 - This is the effective period of use)
 - Rehearsal + Show Days
- Dates of shipment
 - This is the handling period
 - Transport and installation days are free of charge;
 - locally with a maximum of 4 days
 - abroad with a maximum of 6 days
 - Late return of equipment will be invoiced as a new rental period
- The requested equipment + the correct quantity
 - Please remember to order the accessories required for adequate installation and connections;
 - We are not responsible for equipment that was not ordered;
 - The required cables must also be specified on the order;
 - Please clearly indicate the types, lengths and total quantities;

If you are not sure about the exact requirements for installation and connections, please mention this in your e-mail. Contact us for more information.

How to make sure your order is and remains available?

An « Option »: Reserves your requested equipment for your requested dates for a limited number of days in our system (See option below for details);

An « Order »: Immediately confirms your requested equipment for your requested dates;

Quotation

The Quotation only provides prices for the requested equipment but does not reserve it.

Therefore, if you agree with the terms on the Quotation, sign it and e-mail it to us to confirm either your Option or Order;

If you sign the Option before its expiry date and return it for confirmation, it becomes a binding Order. If you do not sign and return the Option or Order, it will expire and the equipment is free for rental to other clients.

Option

- No Options will be accepted within one week prior to the rental pick up date.
- 3-day Options can be requested maximum one month prior to the rental pick up date.
- 7-day Options can be requested maximum three months prior to the rental pick up date.

How to order?

Orders are immediately entered into our system and will block the requested equipment for the specified period;

The order voucher will be e-mailed to the client for a final check of the equipment and dates;

You must confirm the order with name and signature for approval and return it by e-mail.

***Orders sent from free e-mail accounts will not be accepted.**

How to change an order?

Only in e-mail and subject to express acceptance by Pro Applestar. Pro Applestar is entitled to charge cancellation charges as specified below.

How to cancel an order?

We only accept an order cancellation in writing or e-mail;

You must mention the word “**CANCELLATION**” on the order form and e-mail it to us;

- After **7 days** of the order confirmation **10%** of the total rental price is charged.
- Within **8 to 15 days** before the pick-up date **25%** of the total rental price is charged.
- Within **7 days** before the pick-up date **50%** of the total rental price is charged.
- Within **1 day** before the pick-up date **100%** of the total rental price is charged.

Pick up and return date/time

- Equipment Pick up: Not earlier than 14h00 (on the date specified on the order).
- Equipment Return: Not later than 12h00 (on the date specified on the order).

If you return rented equipment too late, the next customer may have to wait for his order. This can cause unnecessary complications for all parties involved. Please do return equipment on time. If you return equipment later than specified, you will be charged for the additional rental and shipping costs incurred in getting the equipment to the next customer on time.

For “simultaneous return and pick up”

If you want to return equipment and pick up a new order at the same time, please specify so on your relative Order.

Payment

- If payment terms are “payment on delivery”, you will have to pay before picking up your order.
- We only accept cash payment up to € 3.000,-.
- Pro Applestar may also accept proof of payment issued by your bank, confirming that the actual payment has been executed.
- We do not accept Credit Cards.
- If you have overdue invoices from any Pro Applestar company, Pro Applestar is entitled to refuse any pick up of additional equipment as long as such invoices have not been settled in full.