



## RENTAL POLICY

Collins Formal Wear's rental policy exists to ensure equal standards and quality of service throughout all our corporate locations. The policy as follows:

- As part of the rental agreement, customers are required to attend a final fitting upon delivery of their rental. If, for any reason, a customer is unable to attend the final fitting, the responsibility of the fit is then the responsibility of the customer, not Collins Formal Wear.
- At the time of your rental pick up please allow for adequate time to review and try on your rental to ensure accuracy and fit.
- Our total liability for any claim or litigation arising from or relating to the rental garments is limited to the actual charges actually paid for each item by the customer.
- Rentals are due back on your scheduled return date following the event. Failure to return all rental garments will result in a \$25 per day late fee that will continue to accrue until the rental is returned and the fee is paid.
- Lost, missing, or damaged rental items (if the damage exceeds \$100 or is irreversible) must be purchased at full sale price upon return of the rest of the rental.
- Collins Formal Wear is not responsible for any personal property left in the returned rental or garment bag.
- 'Rush Orders' or rentals that are required less than one week after the reservation day will be subject to a 'rush fee'. The rushed nature of these orders means that these items cannot be guaranteed, and in an event that the item requested is unavailable, an associate will arrange an appropriate substitution.
- There are absolutely NO REFUNDS on rental cancellations for any reason.

This policy is subject to change without notice but should the policy change during the time a rental is being used, the original policy that was in effect at the time of reservation will be upheld.