

Terms and Conditions:

1. **Payment Conditions:** Orders will not be shipped unless payment and/or purchase order agreement is received on or before the specified shipping date.
2. **Rental Orders:** Any order that exceeds 10 days will be considered a two-week rental. Holidays will not be counted as rental days.
3. **Damaged Drops:** Customers may be charged a fee for any drop that is returned damaged. Fee will be calculated based on material and time needed for repairs.
4. **Late Returns:** Customers may be charged an additional fee for all items not returned on the specified return date.
5. **Cancellation Policy:** Orders cancelled 30 days before the shipping date will not be charged a cancellation fee. Orders Cancelled 15-29 days before shipping date will be charged a 10% cancellation fee. Orders cancelled within two weeks of the shipping date will be charged a 20% cancellation fee.
6. **Nutcracker and Holiday Backdrop Rentals:** Due to high demand and rapid turnover, Nutcracker and Holiday Drops have different rental policies during the months of November and December. Any Holiday or Nutcracker drop rental during the months of November and December will be shipped and returned via UPS 2nd Day Air unless the customer is located within the 2-day shipping area via UPS Ground. If your drop rental exceeds 7 days, you will be charged for a two-week rental (this includes shipping time). BACKDROPS WILL NOT BE SHIPPED IF PAYMENT OR PURCHASE ORDER IS NOT RECEIVED PRIOR TO SHIPPING DATE.
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