

NL Creative Group (NLCG Rentals)

Terms and Conditions of Equipment Rental

This agreement is made between NL Creative Group ("NLCG Rentals") and the client, hereinafter referred to as "Client." We are committed to making your event seamless and stress-free — and this agreement helps us do exactly that by setting clear expectations for both parties. NLCG Rentals agrees to rent the equipment and services listed on the reservation ticket ("Ticket") to the Client. Please read everything carefully. If you have any questions before signing, we are always happy to talk it through. Electronic signatures are accepted and legally binding.

Use of Equipment

Our equipment is carefully curated and maintained so your event looks its best. We ask that all items — including tables, chairs, event decor, and any other rented equipment — be used as intended, only at the confirmed event address, and handled with care. Subleasing equipment to others is not permitted. Please keep all items away from water, rain, or moisture at all times, including outdoor setups.

Responsibility, Use & Disclaimer of Warranties

From the moment equipment is delivered to the moment it is picked up, the Client is responsible for its care and safe use. The Client assumes full responsibility for the Equipment, including all risks associated with its use, and agrees to indemnify and hold NLCG Rentals harmless from any claims, damages, or injuries arising from the use, operation, or possession of the Equipment, regardless of cause. The Client must return all Equipment in the same condition as received, normal wear and tear excepted.

Care of Equipment

The Client is responsible for cleaning all items upon return and must protect Equipment from weather, breakage, theft, or loss. The Client acknowledges the risk of injury and agrees to provide appropriate supervision at all times during the rental period.

Delivery Inspection

We take pride in delivering equipment in excellent condition. Upon arrival, please inspect all items for correct quantity, type, and working condition within one (1) hour of delivery. Any concerns — missing pieces, damage, or incorrect items — must be reported to NLCG Rentals immediately. After that window, equipment will be considered accepted in good condition.

Loss & Damage of Equipment

The Client is responsible for all loss, theft, or damage to Equipment during the rental period — including acts of nature, negligence, or misuse. NLCG Rentals will notify the Client of any missing Equipment within forty-eight (48) hours of return. Replacement charges will be assessed based on the current retail or replacement value of the specific item(s) as determined by NLCG Rentals.

Return of Equipment

All Equipment must be returned in the same condition and to the same location where it was delivered. Equipment is rented only for the period specified on the reservation. If no time is specified, the rental defaults to a twenty-four (24) hour period. If equipment is not returned on time, a late fee of 50% of the total rental cost will be assessed for each additional twenty-four (24) hour period — plus any recovery costs incurred by NLCG Rentals.

Equipment Failure

The Client agrees to cease using any Equipment that becomes unsafe or damaged and must promptly notify NLCG Rentals. NLCG Rentals may repair, replace, or adjust rental charges at its discretion.

Cancellation & Changes

Life happens — we get it. If you need to cancel, please let us know in writing via email at least fourteen (14) days before your event. Cancellations within 14 days will result in forfeiture of your deposit plus 50% of your remaining balance. Once cancelled, the reservation cannot be renewed. Final equipment counts are due fourteen (14) days before your event and cannot be reduced by more than 30% of your original order. Reductions beyond 30% will incur an equalization fee.

Rescheduling Option

If you cancel within the 14-day window, you may reschedule within twelve (12) months of your original date, subject to availability. If your original items are not available for the new date, we will do our best to provide comparable alternatives.

Deposit & Refunds

A security deposit of 50% of the total rental charge is required at the time of reservation to secure your date and equipment. This deposit is nonrefundable. Additional payments may be refunded up to forty-five (45) days before your event. Overpayment refunds will be processed according to the terms outlined in your reservation.

Sales Tax

Sales tax will be applied to all applicable transactions in accordance with Illinois state law. If you hold a valid tax exemption certificate, please submit it before placing your order. NLCG Rentals is unable to refund sales tax after a transaction has been processed.

Misrepresentation

We build our pricing and logistics around the details you share with us. If information provided proves to be inaccurate or incomplete, additional charges may apply to cover any costs incurred by NLCG Rentals as a result of the discrepancy.

Force Majeure

In the event of circumstances beyond our control — including severe weather, natural disasters, or other emergencies — NLCG Rentals reserves the right to cancel or postpone delivery, pickup, or services without penalty.

Accuracy of Reservation

Clients are responsible for ensuring all reservation details remain accurate at all times. Any changes should be reported to NLCG Rentals immediately.

Site Preparation

The Client ensures the event site is prepared and accessible for installation and dismantling. The Client agrees to cover any costs incurred by NLCG Rentals due to site unpreparedness or restricted access.

Liability & Insurance

The Client assumes full responsibility for all Equipment during the rental period and agrees to indemnify NLCG Rentals from any claims or damages. We strongly recommend maintaining liability, property, and casualty insurance for your event.

Independent Contractors

NLCG Rentals may use trusted independent contractors for delivery and pickup services. These individuals are not employees or agents of NLCG Rentals, and we are not liable for their independent actions or omissions.

Termination

NLCG Rentals reserves the right to terminate this Agreement immediately if the Client violates any of its terms.

Pricing Policy

Pricing is subject to change without prior notice. Prices are based on a one-day rental period, including delivery or pickup the day of or before the event, use on the rental day, and return the day after the event.

Payment

Full payment is due fourteen (14) days prior to your delivery date. We accept Cash, Zelle (nlcreativegroup23@gmail.com), Visa, Discover, MasterCard, and American Express. Please note: checks are not accepted within ten (10) days of your event. A credit card must be kept on file regardless of your chosen payment method. A \$35 fee applies to all returned checks.

Late Fees

Outstanding balances may result in a hold on future services. Unpaid balances accrue a 5% late fee every thirty (30) days following your event date. After 90 days, accounts may be referred to a collections agency.

Standard Delivery Conditions

Standard delivery pricing is based on accessible delivery areas, first-floor locations, and business hours (9 am – 5 pm, Monday through Friday; 9 am – Noon on Saturdays).

Additional Charges

Additional charges may apply for delivery to non-level ground, after-hours service, setup assistance, and other circumstances communicated at the time of reservation.

Delivery & Pickup

The Client must ensure suitable parking and loading access for NLCG Rentals vehicles and inform us of any stairs, elevators, or access restrictions at the time of the agreement. Delivery and pickup times are approximate and not guaranteed.

Subleasing & Assignment

The Client shall not sublet, transfer, or assign any rented Equipment to another party. NLCG Rentals may terminate this Agreement immediately if this condition is breached.

Hold Harmless Agreement

The Client holds NLCG Rentals harmless from any claims related to Equipment use, property conditions, or injuries occurring during the rental period.

Release From Liability

The Client acknowledges and assumes the inherent risks associated with the Equipment and agrees to accept liability for any claims related to property damage or bodily injury caused by third parties during the rental period.

Dispute Resolution

We always hope to resolve any concerns through open communication first. Should a dispute arise, we agree to work through it in this order: (1) direct negotiation between the parties, (2) mediation through the American Arbitration Association under its Commercial Mediation Procedures, and (3) binding arbitration in Cook County, Illinois, under AAA Consumer Arbitration Rules. By agreeing to these terms, both parties waive the right to a jury trial. Each party bears its own costs; arbitrator fees are shared equally.

Notices

All notices under this Agreement must be submitted in writing via email at least one week prior to the event. Notices are considered valid only upon confirmed receipt by NLCG Rentals.

Governing Law

This Agreement is governed by the laws of the State of Illinois. Any legal matters shall be subject to the exclusive jurisdiction of the courts of Cook County.

Electronic Signature

By signing electronically, the Client confirms their intent to be legally bound by this Agreement — the same as signing in ink. Electronic records, digital signatures, and form submissions are fully enforceable under Illinois law and carry the same legal weight as agreements executed in writing.

By signing below, both parties agree to the terms and conditions outlined in this Agreement. We can't wait to be a part of your event.

Client's Signature: _____ Date: _____

Optional — General Photo Release Agreement

We love sharing the beautiful moments our clients create. If you're comfortable with it, we'd love permission to use event photos for our portfolio and social media. The Client agrees that NLCG Rentals may use images from the event for promotional purposes. The Client waives any right to payment or compensation for such use. This is completely optional.

Client's Signature: _____ Date: _____