



Frequently Asked Questions

TEL (973) 742-1779 FAX (973) 881-1506 sales@sdpartyrental.com

We have broken down the FAQ page into sections to make it easier for you to find the answers that you need quickly. Please feel free to contact a Customer Service Difference Maker if you have any additional questions or need further assistance.

Placing an Order

What are your showroom/office/warehouse hours?

Currently, our office is open from 8am-5pm Monday - Friday. During our busy seasons our Difference Maker Specialists are on hand extended hours to be sure you are never alone during an event.

Showroom appointments are available Monday-Friday between 8am-5pm with advanced notice.

The warehouse is available 24 hours a day, 7 days a week for emergencies.

Do I need to make an appointment to visit your showroom?

We have a New York City Design Center as well as a New Jersey Design Center. We would be happy to collaborate with you and any event professionals that you are working with in designing your event. Our design centers are open by appointment only. Please call 973-742-1779 to schedule your design session with one of our Difference Makers in advance.

Where are you located?

We are located at 118-130 Railroad Avenue, Paterson, NJ 07501

How do I contact Something Different Party Rental?

Our staff is available to answer your questions via telephone, website, email or even fax. When we're not in the office, the quickest way to receive answers to questions is via email.

What if I had an emergency after hours?

We want you to be assured that you are not alone in your event planning! Something Different does have an after-hour emergency number so that you can get in touch with one of our Difference Markers should an unexpected situation arise. Simply call our main number at 973-742-1779 and listen to the choices until you hear the selection to be connected to an on-call manager. Press the button and then wait for a direct connection with an actual LIVE Something Different Senior Maker.

What is your cancellation policy?

Cancellations require 48 hours notice prior to date of service, not day of event. Cancellations made with less than 48 hours notice are subject to a 50-75% restocking fee.

How do I place my order?

ONLINE We encourage you to visit our website at www.sdpartyrental.com to place your order via our online ordering tool coming Fall/Winter 2014.

EMAIL Feel free to contact us for a proposal with all your requirements at sales@sdpartyrental.com

FAX 973-881-1506

PHONE Please note phone orders can lead to “rental gremlins”...those little things that we consider quite large (ie sending the wrong product, wrong color, wrong size). It’s no fun to encounter “rental gremlins.”

What is required to place an order?

- Event date
- Event start time and end time
- Event location and address
- Delivery date and times as well as any specific delivery instructions. For example, is there a freight elevator? Will there be stairs? Are the doors wide enough for whatever equipment you’re ordering? How far of a walk is there from the truck to the final location of the rental items
- Pickup date and times
- Onsite contact and phone number
- Do we need a Certificate of Insurance for delivery?

What forms of payment do you accept?

- Cash in advance *
- Credit cards (Visa, MasterCard, American Express and Discover)
- Wire transfers

*We may require an additional security deposit and photocopy of your driver’s license

How far in advance should I place my order?

Advance reservations are recommended to ensure availability. We recommend placing your reservation at least two weeks prior to the date of your event. However, you may place your order one day in advance or up to one year in advance. Delivery orders placed less than 48 hours in advance may be subject to fees.

When do I have to finalize my order?

You are strongly encouraged to give as much notice as possible especially if this is a large event, wedding reception or a tent. Our product is in high demand and we cannot guarantee availability until a deposit is received and the order has been finalized. Nevertheless, we will always do our best to accommodate last minute orders as well, subject to availability.

Can I make changes to my order after it has been placed?

Changes may be made up to 48 hours prior to the date of service. Reductions made with less than 48 hours notice are subject to a minimum of 50% restocking fee. Additions made with less than 48 hours notice will be treated as a new order. If the new order requires delivery, it must meet all delivery requirements.

Delivery & Pick-Up

Are there delivery charges?

We offer delivery & pickup during business hours within our delivery areas. Any special charges depend on your location and the time and date of the delivery or pick up. Deliveries or pick-ups outside our normal business hours are available for an additional charge.

What about delivery and pick up schedules?

We will make arrangements with you for delivery and pick up. Any delivery required outside our normal delivery hours is subject to additional charges. We make every effort to accommodate your schedule. We prefer to arrange delivery one day before your event and pick up one day after your event. We appreciate your patience in the event of unforeseen circumstances that require us to deviate from our plans.

What are your normal delivery hours?

Our regular delivery hours are 8am-5pm Monday-Friday. For an additional charge, delivery and/or pick-up service can be provided after hours or on weekends and holidays. Specific time requests are also available for an additional charge.

Do you deliver and pick-up on the weekends and in the evenings?

Yes, we deliver. Our standard delivery and pickup windows are Monday – Friday 8am –5pm. We offer additional services such as: Sunday deliveries and pickups, small window deliveries and pickups, after hours as well as holiday deliveries and pickups.

Can I pick-up rentals from your warehouse?

We welcome will-call pickups. Please make your reservations in advance by calling one of our customer service Difference Makers at 973-742-1779.

Will your drivers set up and take down the equipment?

Something Different Party Rentals will set up and take down canopies, stages, and dance floors. All other equipment (tables, chairs, linen, glassware, etc.) is set up and taken down by the customer. Set-up and take down service for tables and chairs is available at an additional charge. These arrangements MUST be made prior to delivery and pick-up.

What about stairs, elevators, and other obstacles?

All deliveries and pick-ups are to first floor locations that the truck can access, unless you specify otherwise. Carry in away from the tailgate of the truck will require additional charges. If we arrive to deliver or pick up and encounter stairs or limited access that were not identified when the order was confirmed there will be a portage fee. You will be responsible for any additional charges necessary to address the situation.

How long is the rental period?

Typically we allow you 3 days for the rental period. You may pick up the items the day before the event and return them the day after. For weekend events we would allow pick-up Friday and return on Monday. Rental orders for delivery would be given the same rental period. Please note that this is usually dependent on the venue and should there be a possibility that the rentals will be integrated with other companies, we strongly suggest asking us for an after-hours pickup. You will be responsible for any items not picked up, lost or requiring an additional pickup truck at a later time.

Pricing

Where can I find pricing on your rental items?

Please call one of our customer service Difference Makers at 973-742-1779 for an accurate proposal.

Do you offer wholesale discounts?

We have many different programs that are designed to reward our most loyal clients. Please call one of our business development Difference Makers for more details.

Is tax charged on my order?

There is tax on rental items and service fees.

If you are tax exempt, you must pay with a check or credit card from the organization claiming the exemption and have a tax exempt letter on file with us.

Cleaning/Damages/Returns

Do I have to wash the dishes or clean the grills before I return them?

All glassware, concession equipment, and food service equipment should be returned rinsed, and in the containers/packaging materials in which they were delivered. Please return glassware upside down in their appropriate crate. Charcoal grills must be free of charcoal and ash and cool before returned. Propane grills should also be free of excess food.

Do I have to wash the linens?

No. Linens are to be returned dry and free of food, wax, and debris. Any tears, rips, stains, mildew, candle wax damage will be subject to additional fees over and above the original rental charge. Do not place them in plastic bags after use. This will mildew the linens and a replacement charge will apply.

What if I break, damage or have any missing items?

You will have up to 5 days after your event to return any missing items. After 5 days, any items not returned and items returned broken or damaged will be subject to replacement fees. All replacement fees will be applied to the credit card on file at which time you will receive a final invoice

Why is it important that I know how many of each item I receive and return?

We make every effort to assure an accurate count of the equipment you rent from us. When we deliver the equipment, you should check our count against the contract. If you are not present at the time of delivery, check over your order and call us if there are any discrepancies. You will be responsible for any discrepancies in the count at the time the equipment is returned to us.

What are my responsibilities while I have the equipment?

All rental equipment is and remains the property of S. Stern & Company Inc. DBA Something Different Party Rental and is to be used ONLY by you for the event/time for which it is rented. You reserve the equipment for a specific time and are responsible for the rental price, even if you do not use the equipment. You are responsible for keeping the equipment in good condition from the time it is delivered/picked up until it is returned to our driver or to our office. You are expected to exercise ordinary care to safeguard the equipment. Equipment must be protected from weather at all times. If you pick up the equipment, you must be able to transport it safely and bring adequate straps to secure the equipment into your vehicle. Any water damage or damage outside normal wear will be subject to additional charges, repair or replacement.

Planning Tips

Are sternos included when ordering samovars, chafers or proofing cabinets?

Yes, we provide an appropriate amount of sternos to operate each piece of equipment. If you require additional sternos, we are happy to sell you additional units.

Are sheet pans included with cooking equipment?

No. We offer sheet pans as additional rental items for a reasonable charge.

How many glasses do I need for a cocktail party?

A good estimate is approximately 1.5 glasses per person, per hour.

How many guests can we accommodate at different sized tables?

Please visit our Resources Linen Size Guide for all tables and linen sizing questions.

Can I combine your rentals with items from another rental company?

We are able to service rental orders for a variety of guest counts as well as decorative visions. We take great pride in the consistency of the rental items that we offer and as such, we strongly discourage having multiple rental companies on site for your event.