

Pencraft + Post
info@pencraftandpost.com

Terms + Conditions (Oct. 2019)

Privacy

We won't share your email address with other vendors and we won't spam you either. Pencraft + Post shares client personal information for very limited reasons and in limited circumstances, as follows:

Service providers - We engage certain trusted third parties to perform functions and provide services, such as delivery companies. We will share your personal information with these third parties, but only to the extent necessary to perform these services.

Payment Schedule

Deposits and payments shall be made by cash, card or check, payable to Pencraft + Post on the schedule noted below. Credit card payments are subject to 3% additional fee. Initial deposit is due upon contract acceptance.

We know things are bound to change throughout the process, so we will update your proposal as needed! The final invoice will be updated to include all additions/subtractions. The remaining balance will be due 1-2 weeks before the event date and is always required before delivery/shipping of orders.

Cancellation Policy

All deposits are nonrefundable.

Damages

Rentals exposed to inclement weather or rentals used in a manner inconsistent with their standard usage are considered gross negligence. Upon return of the broken or damaged rentals, due to the gross negligence of the Client, or in the event the rentals are not returned, Client will be billed for both the repair or replacement cost of such rental(s) and for any time the rental is unavailable for rental to other clients. In the event of additional charges due to damages, Client will receive an updated invoice within 2 business days of the client return date which shall be due immediately. If the invoice is not paid within 5 business days of being sent to Client, Pencraft and Post reserves the right to charge the card on file for the balance due.

Any items kept outside the timeframe listed will incur an additional rental rate per day for each day that the same are not returned to Pencraft + Post.

Acceptable Use

Pencraft + Post prohibits the resale of its work (including wedding buy & sell sites).

Social Media

Pencraft + Post may post photos at its discretion of daily work on social media platforms. Client/guest personal information will not be shared. Items showing details (e.g. couple's names and/or date) will not be shared without permission of the couple.