

d'z rentals and décor 600 East Pierce McAlester OK 74501

Customer Pickup or Return Information

D'z offers a delivery and pickup service for customers. If you are interested in this service please let us provide a quote for you. If you choose to pick up or return your items at D'z facility that is also an option for you; however, there are some things you need to know concerning customer pickup and return.

If you have several items you are picking up please coordinate with D'z concerning a pickup time. During our busy season several people will be picking up the same day. D'z reserves time slots for customers so everyone won't arrive at the same time. This will also insure your rentals don't get mixed up with someone else's.

Make sure you bring a vehicle that will hold the items you are picking up. Your vehicle may need to be de-cluttered.

Your vehicle might need to be cleaned before pickup. Some customers bring a stock trailer or flatbed trailer to pick their items up. That is fine but the trailer needs to be free of dirt and debris before you arrive. This means you may need to sweep the vehicle, then put down cardboard, old quilts or blankets, etc. on the floor of your vehicle. If D'z supplies cardboard or blankets/quilts we have to charge for them.

Please bring what is necessary to secure your items. This means you may need rope or straps. You also may need quilts/blankets if you need to separate items to keep them from rubbing against other items. If D'z needs to provide strapping or blankets/quilts we do have to charge for it. D'z does not strap or tie down your items. You will need someone with you who can do that for you.

Make sure you bring adequate help. Loading and unloading tables, chairs and backdrops is hard work and you will need several people if you are loading or unloading those items. D'z does not provide help during loading or unloading, so if you choose to pick up or return your rentals you will need to be prepared to load and secure the items you rent and unload the items off your vehicle once you return them. If you require assistance in loading or unloading it does take our crew away from other duties so there will be a charge for that service.

Although we allow most rentals to be picked up in an open vehicle some rentals will be damaged by rain or weather and require an enclosed trailer for pickup. Any wood items (wood tables, wood table tops, wood arbors) and any other items that could be damaged by rain or weather will have to be picked up in an enclosed vehicle even if weather reports state no rainy weather is forecast. Also, your chairs will need to be covered especially in rainy weather. At times we have had chairs returned covered in mud from being splashed during return. If that happens please expect to have to pay additional charges. (You can eliminate this by tarping chairs.)

***Donna Wilson
D'z Rentals and Décor***