

# KARAOKE RENTAL CONTRACT



12641615 Canada Inc.  
231 rue Darwin  
Montreal, QC H3E1C7

## Which System?

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See your receipt for the exact items that will be included with your karaoke rental.

## Cancellation Policy

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One week before the event: full refund less a fee of 3% if paid by credit card. Between one week and 24 hours before the event: The client must pay 50% of the total cost. Less than 24 hours: The client must pay 100% of the total cost.

## Damage Waiver (optional)

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Our damage waiver protects you from accidental damage to our equipment. If a piece of equipment is accidentally damaged during a rental we waive our right to charge you for repairs or a replacement. This damage waiver does NOT cover theft and/or disappearance, damage or theft incurred by a third party and damage caused by neglect, abuse, vandalism or misuse of the equipment while in your custody and control. If damaged rental items are not returned, full replacement cost will be charged. The cost of our damage waiver is 10% of the rental cost. This waiver is not insurance and is optional.

## Payment

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Full payment is required to reserve a system. Payment must be made by credit card unless agreed upon otherwise. When paying by invoice, if payment has not been by the due date a 15% late payment fee will be added. Interest fees of 5% payable monthly will apply for every subsequent period of 30 days.

## Delivery Time

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Although we will do our best to arrive in the desired delivery window, we may sometimes be delayed by circumstances beyond our control (traffic, delays with other deliveries, etc). In situations like these if we cannot deliver the system 30min. after the scheduled start of your party you may cancel and receive a 100 % refund.

## What You Get

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Delivery and installation of a karaoke system at the address and for the amount of time agreed upon. We will also offer a short training showing you how to work the system and offer a phone number where you can reach us at any time should you need our help.

## Our Promise

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- We will do our best to help you if you want to use your own television or projector with our system however, we cannot guarantee it will function correctly and cannot spend more than 10 minutes helping you.
- Our system will work correctly. If something is wrong you can call us and we will help you as much as possible.
- Our systems are tested before each delivery to ensure they are in working order
- To do our very best to be on location in the delivery window.

## **Delivery, Installation & Pickup**

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- You will be at location of the delivery at the specified time and will be reachable at the phone number you left with us. If you are not there and cannot be reached, we will wait for a maximum of 60 minutes. After 60 minutes we will leave the premise and cancel your reservation. The amount you paid will not be reimbursed however it can be used as credit for a future rental.
- If you are not at the location but we can proceed with the installation, we will do so and wait an extra 30 minutes for your arrival. After 30 minutes we will leave the premises.
- In both cases above, if you would like us to wait for your arrival a fee of \$20 will be due for every period of 30 minutes after the initial wait period and an additional fee of \$75 is due if you would like us to return after we have left the location of your delivery.
- If you are doing the installation on your own and are unable to get the system working you must call us so that we can help you over the phone, you will call within the first 2 hours of arriving at your destination so that we can troubleshoot this issue as quickly as possible.
- If we cannot pick up the system at the agreed upon pickup time, we will wait 30 minutes. If you would like us to wait you will have to pay \$20 for each period of 30 minutes beyond the initial 30 minute wait period. If we must leave and come back you will pay an additional \$75 in addition to a \$0.25/km charge if the location is beyond our delivery radius.

## **Equipment**

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- You are responsible for the equipment while in your care, custody and control.
- You cannot rent out the system to somebody else unless agreed upon beforehand.
- You will bear full responsibility if you decide to move the system and cannot get it functioning correctly afterwards.
- You will return all equipment in working order (reasonable wear and tear expected)
- You accept complete responsibility for all the users of the equipment during the time the equipment is being rented by you.

## **Troubleshooting**

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- If the system is not functioning correctly, you must call us immediately. If we learn afterwards that the system did not function correctly, we unfortunately cannot offer you a refund.