

Distant Star's Terms & Conditions

BY PLACING YOUR ORDER WITH DISTANT STAR, YOU AGREE TO THE FOLLOWING TERMS AND CONDITIONS:

Rental Fees

In consideration of your rental of Distant Star's audio visual equipment, you agree to pay the applicable published rental fees. Rental fees begin accruing on the first day that the equipment is available by 9:00 AM local time, through the day the equipment is picked up, except as noted in Distant Star 's Delivery Guidelines.

Responsibility for Equipment

Once the equipment has been delivered to your specified location, it is your responsibility to ensure that the equipment is not stolen, damaged, or otherwise harmed. You are responsible for any damages or loss related to the equipment until it has been picked up.

Refunds and Limitation of Liability

The entire liability for any damages to Distant Star related to the equipment rental shall be determined by what equipment is damaged and the repair costs of such equipment.

Equipment Delivery

With the exception of Next Day orders and orders for rentals that begin on Monday, your order will arrive the day before your rental begins. Rentals that begin on Monday will be delivered on Friday afternoon or Monday morning. Next Day orders can either be delivered by 8:30 AM or 10:30 AM on the day the rental period begins. If you have special delivery needs, please let us know and we will do our best to accommodate. If you need Same Day service please exit this transaction and call 1-804-915-7326.

Orders are processed every day Monday through Friday. Orders submitted online after 4:00 PM PT / 7:00 PM ET will be processed the following day. Orders submitted by phone after 5:00 PM PT / 8:00 PM ET will be processed the following day.

Equipment Return - Delivered via FedEx

For your convenience, many of our products come in a compact shipping case and are to be returned via FedEx. A prepaid shipping label will be included with your rental item. You are responsible for getting the item to FedEx on the last day of your rental period in time to be delivered back to Distant Star. Rental fees begin accruing on the first day of your rental period through the day the item is picked up by FedEx. You may leave the item in a FedEx drop-box or any secure FedEx pick-up location.

Equipment Return - Delivered via alternate means

Unless you have ordered technician services with your rental items, the equipment which is NOT in compact shipping cases (see above) will be delivered & picked up via our couriers. Before the courier arrives, make sure that your rental items are repackaged in the same manner in which they arrived. When you place your order, please explain your delivery requirements to our friendly sales representative and we will do our best to accommodate.

Technical Assistance

Should you encounter any difficulties with the set-up or operation of your rental equipment, please contact us at 1-804-915-7326. If your problem occurs after our regular business hours, please call 1-540-318-0170 to be connected with our 24-hour technical assistance staff.

Distant Star will only consider order adjustments for equipment problems when our technical staff has the opportunity to remedy the problem.

Cancellation Policy

You may cancel your order more than three business days prior to the beginning of your rental period for any reason and receive either a full refund or a credit towards a future order. Please contact a representative for more details.

If you cancel your order within three business days of the beginning of your rental period, you will not receive a refund but will still be eligible for a credit towards a future order. Any cancellations made the same day as the rental date or after delivery has been made will not be eligible for a credit or refund. This includes cancellations for orders placed the same day as your rental date.

If you have a multi-day rental and cancel during your rental period, you may be eligible for a credit towards a future rental. The credit will be equal to the total charges for the order, minus the rental and service charges already incurred.

On-call Fees

In cases where equipment must be reserved, but not used by customers, there is a \$50 per day "on-call" reservation fee. This applies to situations where there is a variable start date to the rental period, such as a courtroom trial with no set commencement date, etc..

For more info and to book your event with us, please contact Distant Star at 804-915-7326.