

Frequently Asked Questions



- **How do I place a quote?**

Email our sales team at sales@mahaffeytent.com. Call our office at (901) 871-0606. Walk-ins welcome.

- **When I receive a quote, does that mean my items are on hold?**

No, your items will not be on hold in our system until you return a signed quote to your sales rep. Once these items are received, your sales rep will process a 25%, non-refundable deposit and email you a reservation confirmation. If you have not received a reservation confirmation, your order is not on hold.

- **Once an order is reserved, can I make revisions?**

Yes, final changes are due (5) days prior to the designated delivery date. You may remove items and reduce counts (keep in mind, the 25% deposit that has been paid is non-refundable.) You may also add items, based on availability.

- **When is the final payment due?**

Final payments are due (3) days prior to the designated delivery date.

- **What are your showroom hours?**

Monday through Friday - 8am to 5pm

Saturday – By appointment only

Sunday – Closed

- **Do you offer delivery?**

Yes, we offer delivery. Consult with a sales rep for a quote based on your location.

- **Do you offer will-calls?**

Yes, we offer will calls. You will need to provide a vehicle large enough to pick the items up in. If the vehicle is not large enough, we will not stuff the items in and try to fit them. You will need to make multiple trips or bring a larger truck. *Customer may need to provide tarp/straps depending on items/inclement weather

- **Do you offer setup?**

Yes. Setup is included in the rental fee for some items and not for others. If you have any questions regarding what includes setup, please check with your sales representative.

Frequently Asked Questions



- **Do I need to be on-site during the delivery?**

Yes, either you or someone designated by you who knows where the items should be delivered and set up need to be on-site during the delivery.

- **Do I need to be on-site during the pickup?**

Yes, either you or someone designated by you who knows where all the items are should be on-site during the pickup. *If we must return for an additional pickup, you will be charged an additional pickup fee.

- **Do I need to clean my rented items?**

For the most part, we will clean everything upon return to the warehouse. We do ask the following:

Glassware – Empty all liquids and put face down in the racks (same way you received them)

Dinnerware and Flatware – Scrape food and debris

Linens – Shake any debris and place in provided Mahaffey Linen Bag or a clear trash bag

Outdoor Grills – Must be cooled and empty of charcoal. If charcoal is remaining, we will charge a cleaning fee.

Deep Fryers – Must be cooled and emptied of oil. If oil is remaining, we will charge a cleaning fee. If customer does not have a way to dispose of oil, contact a sales rep, as Mahaffey can provide this service for a reasonable fee. Ovens must also be cooled

- **Do you have a delivery rental minimum?**

\$150 rental minimum within the Memphis surrounding areas. **Exceptions can be made** depending on delivery availability— check with your sales representative.

*Will Call is open during working hours, should customer want to pick up items themselves.