

## **MassageTableRentals.com Frequently Asked Questions for Renters**

### ***1. If my equipment is shipped, when will it arrive?***

Rental equipment will arrive the day prior to your first rental use day. When we use ground shipping services, carriers do not guarantee delivery for a specific time of day. So, in order to keep costs low, your rental equipment usually arrives the day prior to your first rental use day.

### ***2. How do I get the tables back to MassageTableRentals?***

If your tables are being shipped back to us, we use a package return program with FedEx Ground. This ensures that your shipping rates stay low. Labels are provided on the inside of the box your table comes in – usually multiple table shipments have return labels in box one. You can find box one by looking at the numbers on the FedEx label used to get the tables to your event location. The day your event ends, you need to call 800-GOFEDEX to schedule a package return pickup. A regular ground pickup will not work – you need to schedule a pickup with FEDEX and tell them it's a Package Return Pickup, so they can handle the labeling correctly.

### ***3. Are face cradles included?***

Yes!

### ***4. Are bolsters included?***

We rent these separately, as not all renters want them. They are not included, but are available for a small fee.

### ***5. How do I get a specific price for my rental?***

We have an online rental request form available at [www.massagetablerentals.com/rental\\_request.htm](http://www.massagetablerentals.com/rental_request.htm). It asks for all the specific details needed to get an estimate including rental and shipping costs. You may receive your event estimate via email or postal mail. Most estimates are provided within 24 hours of the rental request. Requesting an estimate early allows us plan for your rental needs.

### ***6. How do I make the rental reservation?***

After we prepare a rental estimate, you can complete a rental agreement and provide payment information, and your rental reservation is complete. We offer printable written rental agreements or a simple, click-through online agreement for your convenience. You may call us to provide payment, or fax us your credit card information with our downloadable credit card info form.