



Frequently Asked Questions

How do I place an order?

You have a few options when placing an order with Eventioneers. You are welcome to call our sales team at the Eventioneers office. 724-766-6531. You are welcome to email a team member from our website on our contact form or directly at info@eventioneers.com

Do you have a showroom?

Yes. Come see us! Appointments are encouraged. Call us to schedule a time to view our products.

What services do you offer?

Eventioneers is a full service event rental company. We offer a wide range of sizes in tents, tables, chairs, linens, lighting, dancefloors, furniture and much more. Call today to learn all what Eventioneers can do to make your event exceptional.

What if I do not know what will fit in my space for the event?

We can help. Eventioneers are the experts on many venues in the area. We can offer suggestions and ideas which will make your space look perfect. We can also schedule a consultation to measure a location if needed.

How far in advance should I place my order?

The best answer to this is sooner than later. We have a large inventory however we do sell out completely. We make every effort to accommodate your requests but it is on a first come first serve basis.

Will Eventioneers deliver my items?

Yes, we would love to! Our team will work closely with you leading up to your delivery date to give you the delivery day and the best delivery time we can. Our Eventioneers team members always call on their way to your location so you have an estimated time. It is recommended we have someone on site for all deliveries. We also offer before and after hours deliveries. This is an additional fee and must be arranged and approved by Eventioneers.

Can I pick up my items?

Absolutely. We would love to see you at the warehouse. Eventioneers will have your order ready to be picked up on a day of your choice. You can return the items on the day discussed with our office.

Will Eventioneers set up my tables and chairs?

Yes, let us do the hard work, you have enough on your plate planning the event. We are happy to set up the rental products. Some products do require a set up fee or tear down fee. The details of this must be made in advance.

Do we need to return the items clean?

No. In General we ask you remove food debris off any dishes, or food service equipment. We will take it from there. We ask you shake out and air dry linens before placing them in the return linen bags. We do charge an additional cleaning fee on cater, food and beverage products. We ensure your rental products have been cleaned, sanitized and are ready for your event.

What is my responsibility for renting the equipment?

Responsibility of the rented products remain with the customer from the time of delivery to the time of return. Be sure all equipment is secure when not in use and protected from weather conditions. Tables and chairs should be torn down for the pick up if this service was not approved prior. All china, silverware and glassware needs to be scrapped or rinsed prior to pick up.

What happens if items are missing on return?

Our team members are required to count all products on site in request to confirm we have the correct quantities as the delivery. We do charge for missing items. Our office staff will be in contact with you the next business day the items are returned if something is missing.

Deposits, confirmations and cancellations

A 50% deposit is required to reserve the items for your event date. The deposit is non refundable. We will send you a secure link to review the contract. A signed contract is required prior to confirming the delivery.

A 100% cancellation fee will apply to all products within the 7 days prior to the delivery date. No credit will be given for unused products.

Our sales team will be in close contact with you 1 week prior to your scheduled delivery to review all final numbers and discuss all delivery details.