



the **alpha** companies
motion picture rentals

COD Customer Account Policy

All accounts require a valid Certificate of Insurance. COD Rentals will not be released without a Certificate of Insurance on file, **Alpha Medical and Spellman Desk** need to be listed as additional insured. Security deposits and payment are required on or before the time of pick-up. *Security deposit amount varies between COI Deductible and Total Replacement Value of order unless there is more than one order. Lesser amount will be used.*

To be considered for Net 30 Terms, please submit 3-5 business references (email/fax required) along with Customer Information Sheet and COI.

COD ORDERS WILL NOT BE RELEASED WITHOUT A VALID CERTIFICATE OF INSURANCE, DEPOSIT AND PAYMENT ON FILE! NO EXCEPTIONS!!

CHECKS

Deposit and Rental checks must be presented on or before the time of pickup. Checks will be deposited upon receipt. Copies of checks not accepted. A \$35.00 fee will be charged for any returned checks. Deposit refunds can take up to 7 business days to process once order has been returned complete. Please contact Accounting when project is wrapped so we may process refund in a timely manner

CREDIT CARDS

We accept Visa, MasterCard, Discover and American Express. All credit cards will be charged upon pick-up. Charges incurred after the initial rental (such as Extended Rentals or Loss/Damage, etc.) will be charged directly to the credit card unless prior arrangements are made in a timely manner. Credit cards will not be held as collateral in form of payment. Credit Cards will not be kept on file once job has wrapped unless otherwise requested.

CANCELLATION POLICY

A 20% restocking fee will be charged for all orders cancelled without 24 hour notice prior to pick up.

Signature

Date

Updated: 1/17/18 by KR

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