

Frequently Asked Questions



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

Email our sales team at sales@mahaffeytent.com, build a quote on our website, or call our office at (901) 363-6511 to speak with a sales representative.

- **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 representative and a 25%, non-refundable deposit. After they receive these, they will 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 3 days prior to the designated delivery/customer pick-up 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/customer pick-up date.

- **What are the 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 representative 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. Furniture needs to be in an enclosed box truck, tied down with straps. *Customers may need to provide tarp/straps depending on the items/inlement weather.

- **Do you offer setup?**

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

- **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 setup need to be on-site during delivery. The person's name and number need to be included on the contract. *If we must return for an additional delivery, you will be charged an additional delivery fee.

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

Yes, either you or someone designated by you who knows where all the items are should be on-site during the pick-up. The person's name and number need to be included on the contract. *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 off food and debris.

Linens – Shake any debris and place in provided Mahaffey Linen Bag or 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 hot oil is remaining upon pickup, we will charge a cleaning fee. If customer does not have a way to dispose of oil, contact your sales representative, as Mahaffey can provide this service for a reasonable fee. Ovens must also be cooled.

Additional fees will be added if any of the above situations occur.

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

\$250 rental minimum within the Memphis surrounding areas. Get with your sales representative regarding out-of-town minimums/fees. Exceptions can be made depending on delivery availability – check with your sales representative.