



Refund Policy

Premiere takes great pride in being the company that always does the right thing. But in these trying times, it's difficult to discern what actions and decisions are right, just and fair. We must weigh the interests of our valued customers, team members and creditors in an effort to emerge from this crisis of health and of confidence. Therefore, Premiere has adopted this statement of policy as our official response to Coronavirus (COVID-19) event cancellations and postponements.

1. Event Holders who **cancel** their event with **fewer than 10 business days advance notice** forfeit their entire order balance (100%) and any additional amount paid.
2. Event Holders who cancel their event no less than 10 business days prior to scheduled delivery or customer pickup may, in accordance with Premiere's established policy, **request a full refund***. Refund requests will not be processed during the current event crisis, and will be addressed within 60 – 90 days of the resumption of business.
3. Event Holders who **postpone** their event may request a **"future rental credit"**, and such request shall be granted. All postponed events will receive credit, in full, for any and all amounts paid prior to the postponement request.
4. If Premiere performs its duties and obligations as specified in any rental agreement (that is rental product is delivered and or installed) prior to the provision of a cancellation or postponement notice, **payment in full is due to Premiere** as set forth in the contractual agreement between the event holder and Premiere.
5. These policies are equally applicable to Premiere customers with established credit terms.

*Exceptions to this policy apply to Special Order Items or Linen or Chair Promotional Event orders. No refunds shall be granted in these instances.

Thank you for your understanding and cooperation.