

Rental Terms and Conditions (Event21 Co., Ltd.)

Thank you for choosing Event21 Co., Ltd. (hereinafter referred to as "we" or "our").

Our rental services are available only to customers who agree to the following Terms and Conditions. By using our rental products or services, you are deemed to have agreed to all the terms below.

Article 1 (Scope of Application)

These Terms apply to the rental of products (including packaging materials) for the period and fee specified on your invoice.

Article 2 (Cancellation or Return During Rental Period)

No refunds will be issued for cancellations or early returns during the rental period.

Article 3 (Returns and Extensions)

Please return the rental items by the agreed return date. Extensions are not guaranteed and may be declined if another reservation has been made.

Article 4 (Payment Terms)

All rental fees must be paid in advance. If you wish to extend the rental period, please contact us and pay the additional fee before the end of the original rental term.

Article 5 (Breach and Termination)

If the customer breaches these Terms, we may terminate the agreement without notice. In such cases, the customer must immediately return the product(s) and pay any applicable late return fees.

Article 6 (Responsibility for Use and Care)

Responsibility for the care and use of the items transfers to the customer upon delivery. We are not liable for any issues arising from use or mismanagement. Please ensure appropriate handling and usage based on the instructions or manufacturer's website.

Article 7 (Damaged or Excessively Used Items)

If the returned product is damaged beyond normal wear and tear, the customer may be required to pay repair fees.

Article 8 (Packaging and Return Instructions)

Please return items in the same condition and packaging as when received. If the number of returned items differs, additional shipping fees may apply.

※ We kindly ask for return shipments to be picked up the day before the return date. Same-day pickup may not be possible and may require alternative arrangements at your cost.

Article 9 (Delivery Fees)

Quoted "Delivery Fees" include all associated transportation costs.

Article 10 (Ownership and Prohibited Acts)

The rental items remain our property. Resale, transfer, sublease, modification, or pawning is strictly prohibited.

Article 11 (Delivery Delays)

Deliveries may be delayed due to traffic or weather conditions. Please place your order early to avoid time-sensitive issues.

Article 12 (Product Substitution)

Due to inventory, we may provide a substitute item of equal quality. If you have specific requirements regarding color or appearance, please inform us in advance.

Article 13 (Lost or Irreparably Damaged Items)

If a product is lost or irreparably damaged, the customer must pay the full replacement cost and any resulting loss (e.g., opportunity loss or emergency procurement for the next client).

Article 14 (Product Condition)

Rental items are not brand new. We conduct thorough maintenance, but minor wear and signs of use may be present. If you require brand-new or upgraded products, please let us know in advance (additional charges may apply).

Article 15 (Cancellation Policy)

Cancellation fees are based on the scheduled shipping or pickup date:

- 2 days prior: 10%
- 1 day prior: 20%
- Same day (before shipping): 30% or more (varies by product)
- After shipping: No cancellations allowed

※ Different rules apply for setup-required items or made-to-order products.

Article 16 (Inspection Upon Receipt)

Please inspect the items upon receipt for damage, defects, or missing parts. Contact us immediately if issues are found. Post-return claims may not be accepted.

Article 17 (Initial Defects or Transport Damage)

If the item is defective or unusable upon delivery, please notify us during business hours immediately. If no replacement is available or arrives too late, we will refund the relevant rental fee.

Article 18 (Parking and Access for Delivery)

Please secure a legal parking space for our delivery vehicle. If we receive a traffic violation while following your instructions, the customer is responsible for the penalty fees.

Article 19 (Liability Disclaimer)

We strive to maintain product quality and safety; however, we are not liable for any injury, accident, delay, or loss resulting directly or indirectly from the rental or sale of our products. Final responsibility for usage rests with the customer.

Article 20 (Governing Law and Jurisdiction)

In the event of disputes, Japanese law shall apply, and the court with jurisdiction over our company's head office shall be the exclusive agreed court of jurisdiction.

Article 21 (Website Disclaimer)

We are not responsible for any damages, injuries, or disadvantages resulting from the content of this website.

Consent to Terms

By using our rental service, you are deemed to have accepted these Terms and Conditions in full.