



GENERAL INFO

QUOTES

Email your list to info@queencitylighting.com with the subject "Quote Request" and we'll get a quote back to you. Please indicate your prospective pickup and return dates, the name of the project, and the name of the production company or billable party.

BUSINESS HOURS

Monday through Friday, 8:00 AM to 5:00 PM. Arrangements can be made for extended hours during the week, weekend hours, or during holidays. Queen City Lighting & Grip is closed on major holidays.

AFTER HOURS

Our representatives can be reached after normal business hours via email.

PICK UP AND DELIVERY

We can provide pick up and delivery services within the greater Burlington area at a nominal charge. Other destinations can be negotiated on a per case basis.

RENTAL PERIOD

The minimum rental period is one (1) day. Rentals are available for pick up after 12 noon but no later than 5pm. Returns are due before 12 noon. Rental does not end until the equipment is returned to our shop. Rentals of vehicles and equipment pre-loaded at our facility are considered on rent at the time said vehicles leave our premises.

CANCELLATION POLICY

We request a 24 hour notice of cancellation at no charge. A cancellation fee will be charged at 50 percent the contracted rate for cancellations after the preparation and loading of location jobs for the next day.

SHIPPING

Queen City Lighting & Grip can assist customers with documents such as manifests for overseas shipping. Customers are liable for all shipping charges related to the transport of equipment outside the greater Burlington area, including but not limited to, shipping, postage, fuel, and delivery charges. All shipping charges must be pre-paid.

INSURANCE REQUIREMENTS

We require a copy of a Certificate of Insurance which covers the full span of the rental period, including checkout and return dates as well as "down" days. The COI should list Queen City Lighting & Grip, LLC as "additionally insured" with regards to liability coverage, and "loss payee" with regards to property coverage. The COI must also stipulate that the rented equipment is being covered for "replacement cost".

LIABILITY

Queen City Lighting & Grip is not responsible for any liabilities, claims, costs, or expenses as a result of the use or possession of Queen City Lighting & Grip's equipment. All customers are provided an opportunity to inspect equipment prior to delivery.

DAMAGED EQUIPMENT

Our equipment is rented in good working condition and is to be returned in good working condition. Inspection will take place at our facility during normal business hours. Equipment will be inspected upon return for Loss and Damages in part or in whole. Customers will be responsible for all costs of replacement or repair.

GLOBES

All our lighting fixtures are complete with the appropriate globes. Spare globes are provided in an amount of our discretion. Burnouts are understood to be normal wear and tear and will not be billed to the customer, as long as all burned/blown globes are returned. Broken globes or missing globes upon return will be billed at the full replacement price.