

# Backdrops Beautiful

## Care and Handling of our Backdrops

### Receiving the backdrops

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You are responsible for the backdrops you rent from the time you received them up until you return them to the shipping carrier of our choice, whereby you will need signed proof that the carrier received the backdrops (referred to as POSSESSION in our contract).

- Please ensure that there are no sharp objects that could tear or rip the backdrop. Damages and alterations can be costly and will be the responsibility of the client.
- Do not use sharp blades when opening the box, please save the plastic bag and box for the return shipping.
- If you see any damages while unfolding the backdrop let us know immediately before the event.

### Unfolding the backdrops

A clean smooth and dry surface is required for handling, whether receiving or returning our backdrops. Remove the backdrop from the plastic bag, and notice the way it is folded so you can fold it the same way to return. Keep the plastic bag and the box in a safe place you can remember later.

### Hanging the backdrops

Our backdrops have either grommets (metal eyelets), ties, or a combination of both. Most backdrops also have grommets along the sides for your convenience. Please be advised that while we provide ties for grommets, they may not be suitable for your hardware, ties are not provided for the sides, so please be sure to have extra ties on hand (**we recommend plastic ZIP ties, string or rope**). At the top the grommets are 20 inches apart and the sides 30 inches. They also have a pole pocket along the bottom – you may use this to weight down the backdrop. The grommets on the bottom corners allow for pulling the backdrop tight to reduce creases.

We recommend that you use counterweight (pipe and base) system or any smooth horizontal beam. For a 40x20 backdrop you will need 4 cross bar (10 ft each) and 5 uprights (20 ft each). For every upright you will need a base.

Cross Bar	Base	Pipe & Base
		
Uprights		
		

The backdrop will hang using the grommets and ties. Our largest backdrops weigh approx. 35 lbs. If you have any excess material, you can wrap it around the piping structure so that they are pulled tight, and then tie it at the back of the piping structure.

Do NOT use any sharp objects to hang the backdrops (i.e.: t-pins, safety pins, S-hooks, staples or nails).

### Altering the size of the backdrops

If you are using clamps make sure they have rubber tips. If the clamps don't have rubber tips, please place a cloth/ fabric around the tip of the clamp to protect the backdrop. If you are clamping from the top, fold the top portion of the backdrop over the horizontal pipe until you have the correct height and clamp the folded part of the backdrop to the pipe. We recommend placing a clamp every 2-3 feet. If the backdrop is too wide for your event, fold back either side of the backdrop you don't want to be seen. If you need to fold the bottom, make sure the surface under is clean and dry. Fold the bottom part and tuck under.

Turn over →

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## Outdoor use

We do NOT allow our backdrops to be used outdoors or where they could be exposed to the elements. Water and moisture will react with the fire retardant chemical and ruin the backdrop. However, backdrops hung inside a tent are acceptable as long as they are kept off the grass or wet surface. In addition, venues with open-air stages are also suitable if the backdrop is protected by an awning.

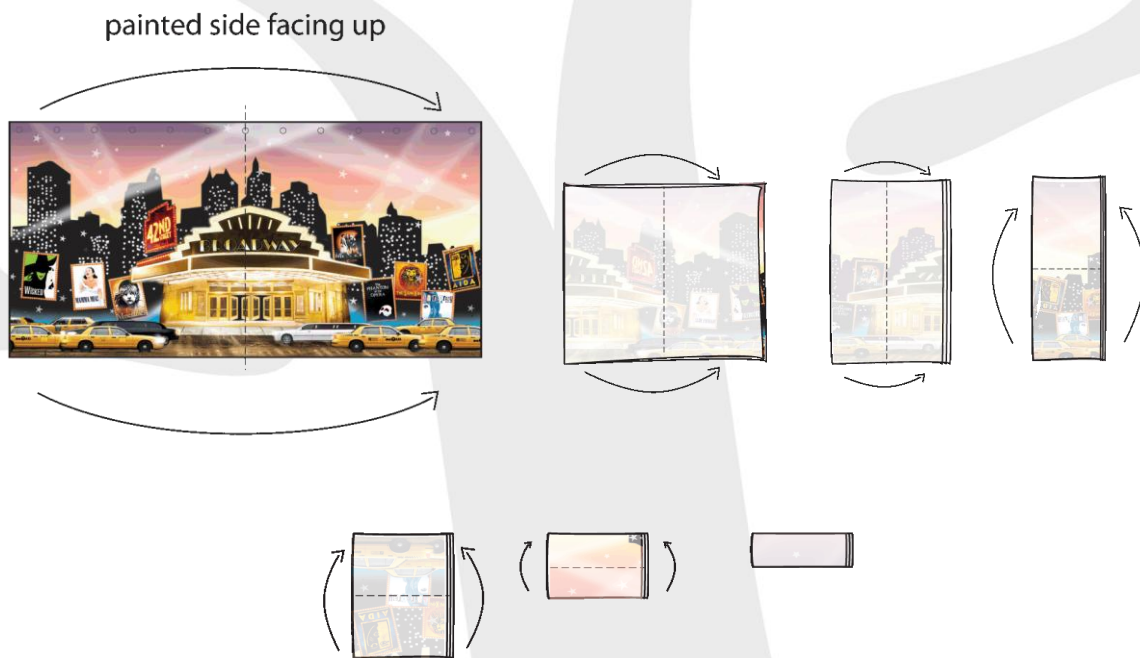
## Damages and repairs

If you tear a backdrop you must notify our staff and we will give you instructions. Do NOT attempt to fix the backdrop, you would rather use clear tape (NOT duct tape) on the back, never to the face – it will remove the paint off – do NOT attempt to glue, sew or staple the tear together.

## Returning the backdrops

### Folding for return

When removing the backdrop remember to have your working surface clean and dry, carefully untie the ties and lay it out flat with the painted side facing up.



### Return shipping

To avoid late fees the backdrops must be returned on the date as per the confirmation invoice. Please schedule a pick-up one day prior to your return date. Keep the pick-up number they give you. Use the return shipping label that can be found on the box in a yellow pouch or it may have been emailed to you.