

RSS **DISTRIBUTORS** **2024**



CRISTAL D'ARQUES

7930 Old Auction Road
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**Wholesale Specialists
to the Events Industry
since 1967**

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AUDIO/VISUAL

- 146-151 Anchor Audio Sound Systems
- 157 Easels
- 153 Karaoke Machines
- 154-155 Lecterns
- 152 Megaphone
- 152, 157 Mics, Stands & Cables
- 152-153 Portable PA Systems
- 156 Projector Screens

BAGS & PLASTICS

- 135 Garment Bags & Stand
- 136 Seal Wrap
- 136 Shrink Wrap
- 135 Storage Bags
- 136 Stretch Wrap

BEVERAGE SERVICE

- 75 Air Pots
- 77-78, 81 Beverage Dispensers
- 79 Beverage Tubs
- 76 Coffeemakers & Urns
- 74 Coffee Service
- 81 Insulated Beverage Dispensers
- 81-82 Large Beverage Icers
- 72-73 Pitchers & Carafes
- 117 Portable Bars
- 80 Punch Bowls & Ice Scoops
- 80 Wine Bucket

BUFFET SERVICE

- 97 Cutting Board
- 97 Heat Lamps
- 92 Melamine Platters
- 92 Metal Trays
- 95 Pedestal Cake Stands
- 93-94 Risers
- 89-91 Serving Utensils
- 95 Tiered Risers
- 96 Waiters Trays & Stands

CHAFERS

- 83-85 Chafer Alternatives
- 88 Chafer Pans
- 86-87 Chafers
- 88 Heating Fuel
- 84-86 Induction Chafers & Pans
- 88 Induction Unit

COOKING & TRANSPORT

- 110 Deep Fryers
- 112 Full Size Convection Oven
- 110 Half-Size Convection Oven
- 115 Insulated Food Carriers
- 109 Meadow Creek BBQ Equipment
- 114 Plate-Mate Plate Transport
- 111 Portable Ranges
- 108 Refrigeration Equipment
- 114 Sheet Pan Racks
- 113 Transport & Proofer Cabinets

DINNERWARE

- 6-8 Bone China
- 14-16 Chargers
- 14 Glass
- 13 Plate Display Holder
- 101-103 Plate Racks
- 10-12 Porcelain
- 4, 9 Porcelain, Fortified
- 1-3, 5 Stoneware

DISPOSABLES

- 133 Aisle Runners
- 118 Tablecovers

FLATWARE

- 19-45 Flatware
- 45 Flatware Care
- 107 Flatware Polisher
- 105 Flatware Racks & Storage
- 37 Gold Plated Flatware
- 29-30, 34, 36, 39-42 PVD Coated Flatware
- 44 Steak Knives

GLASSWARE

- 70 Colored Glassware
- 46-61 Crystal Glassware
- 107 Glass Polisher & Cloth
- 98-102, 104 Glass Racks
- 46-72 Glassware

HEATING & AIR

- 130 Patio Heaters
- 132 Pedestal Fans
- 132 Portable Evaporative Cooler
- 131 Tent Heaters



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- 142 Emergency Lighting
- 145 Fog Machines & Fluid
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- 143-144 Par Lights & Uplighting
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- 121 Chairs, Childrens
- 121, 123-124 Chairs, Folding
- 121, 124 Chairs, Plastic
- 121, 123 Chairs, Resin
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- 134 Trash Cans

TABLETOP

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- 138 Tent Cleaner
- 128 Umbrella Bags & Bases
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General Information

STANDARD OFFICE HOURS:

8:00 A.M. to 5:30 P.M. (Eastern Time) Monday through Friday

HOLIDAYS:

New Year's Day - Memorial Day - Independence Day - Labor Day - Thanksgiving Thursday & Friday (Black Friday) - Christmas Day

ORDERING:

- TELEPHONE: Calls during standard business hours will be answered by our sales staff (Nationwide: 800-233-0175). Calls made outside standard business hours will be taken by an answering machine, with an appropriate response by our sales staff during the next business day.
- FAX ORDERS: Orders may be faxed to the RSS offices 24 hours per day (717-892-5981) and will be processed by our sales staff.
- EMAIL: Orders may be emailed 24 hours per day to orders@rssd.com and will be processed by our sales staff.
- WEBSITE: Orders submitted via a dealer login on www.rssd.com will be processed by our sales staff. To obtain a dealer login, please call our toll free phone number and speak to any sales associate.

ORDERS OUTSIDE CONTINENTAL U.S.A.: All orders to Alaska, Hawaii, Puerto Rico, U.S. Virgin Islands, Canada, etc. **MUST** be accompanied by detailed shipping instructions.

SHIPPING: Unless specified otherwise by the customer, RSS will determine the most cost effective shipping method available. Standard shipping options are not guaranteed to be delivered by a specific date; ship times quoted by RSS employees are estimates only. If the order is time critical, it is recommended that a guaranteed service be selected. Shipping guarantees apply to the shipping cost only - RSS will not credit or discount merchandise due to late delivery.

FREIGHT METHODS: RSS selects freight carriers and methods of shipment to minimize freight charges to customers. All freight is F.O.B. point of origin. Freight charges are prepaid and added to the invoice unless other arrangements are made.

FREIGHT CHARGES: Standard LTL freight rates are quoted business to business, dock to dock for delivery between the hours of 8:00 A.M. and 5:00 P.M. local time. Any other arrangements may incur additional charges, including but not limited to re-delivery, lift-gate delivery, inside delivery, and call before delivery. Churches, military bases, country clubs, prisons, storage units, personal residences, and anywhere receiving personnel are not staffed could be accessed a limited access fee. RSS may invoice the recipient, or the carrier may bill the receiving party directly for these extra charges. Additional charges are applied solely at the discretion of the carrier.

TERMS FOR ESTABLISHED ACCOUNTS:

- 1) Standard: Net 20 days from date of invoice
- 2) Past Due: 1-1/2% per month finance charge on any balance 21 days or more past due.
Accounts 60 or more days past due will have credit privileges denied.
Accounts with unpaid finance charges will have credit privileges denied.

PAYMENT METHODS:

- Standard business check - see above terms and conditions.
- 1) Visa, Mastercard, American Express or Discover card - Immediate shipping release
 - 2) Check by Phone (ACH/EFT) - Immediate shipping release
 - 3) Check with Order
 - a) Standard Business Check - Shipping release upon check clearance
 - b) Money Order or Bank Check - Immediate shipping release

SHORTAGE AND DAMAGE CLAIMS:

All claims **MUST** be reported within 7 days of receipt of order.

WARRANTY CLAIMS

DEFECTIVE IN-WARRANTY PRODUCTS MUST BE RETURNED TO THE MANUFACTURER, NOT TO RSS. Make all claims according to instructions provided by the manufacturer.

RETURNED GOODS

- 1) Special order items (items not listed in the RSS Catalog) **cannot** be returned.
- 2) All returns must have advance RSS Returned Material Goods Authorization (RMA).
- 3) All returns, other than those necessitated by RSS errors, must have shipping charges prepaid.
- 4) All returns, other than those necessitated by RSS errors, will be credited in proportion to the condition of the returned merchandise, and subject to a 15% restocking charge.
- 5) Shipping charges are non-refundable.
- 6) All original parts, accessories, literature, packing, etc. must be included with the return shipment.
- 7) RMA's older than 90 days are deleted and cannot be processed.

ALL PRICES SUBJECT TO CHANGE OR CORRECTION WITHOUT NOTIFICATION

Prices are included in this Catalog for the convenience of you, our customers. While these prices are believed to be entirely correct at the time of printing, RSS may need to correct erroneous prices, or respond to price changes announced by our suppliers during the course of the Catalog year. Therefore, whenever pricing is critical, especially late in the Catalog year, please ask for price confirmation when ordering.

The Tabletop Cycle of Rental

BUY IT



Your customers are demanding the latest tabletop for their event.

WASH IT



You can't rent it until it's clean.

RACK IT



If it's not already, now's the time to put it in a protective rack.

MOVE IT



Dollies will keep your investment safe and your employees happy.



LABEL IT



If the rack isn't labeled, how will your employees know what it is?

WRAP IT



Wrap the rack in biodegradable storage bags to keep it clean during storage and transport.





RSS Distributors is dedicated to delivering quality products in a timely manner, at competitive prices, while providing outstanding customer service.

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