



RENTAL FAQs

How do I place an order or request a quote?

Call us at (425) 678-6343 or (206) 362-4900 or email: rental@srscooks.com

OR

1. Click the “New User” link at the top of the rental store to set up an account for your company
2. Browse and select the equipment you need from our online store
3. Please have the following information available:
 - Delivery Date
 - Event Start Date
 - Pickup Date
 - Special notes about delivery and pickup locations

What should I do if I do not see what I need on The Seattle Restaurant Store Rental site?

Contact us by phone or email as soon as possible. We specialize in solving problems for our customers and chances are we can get what you need, when you need it.

What are your showroom hours and location?

We are open Monday through Friday 9 am to 6 pm. We are closed weekends and most holidays. The Seattle Restaurant Store is located at 14910 Aurora Avenue North, Shoreline, Washington 98133.

What is the service area for The Seattle Restaurant Store Rentals?

We provide rental equipment to the entire Puget Sound area. Need a rental in Alaska? Call us for details. Delivery and pickup for areas greater than an hour drive from Shoreline, Washington may require more advance notice.

Can I pick up and return my order at The Seattle Restaurant Store?

Large foodservice equipment (refrigerators, ovens, etc.) can only be picked up by a box truck with liftgate. Large foodservice equipment **cannot** be loaded into pickup trucks.

Does The Seattle Restaurant Store offer delivery & pickup?

Yes. We recommend using our optional curbside delivery and pickup service to protect against transport damages. Our delivery trucks can be quite large so please be sure that your venue will be accessible to them. Standard delivery rates apply during business hours only. Before or after-hour deliveries and pickups are available with prior arrangement.

How far in advance do I need to order?

The best answer is “as far in advance as possible.” Although we have the largest rental inventory in Puget Sound, high- demand items can occasionally end up fully booked. Booking as far as possible in advance is the best way to ensure you have access to the equipment as you need.

What if I need planning help?

We specialize in the logistics of commercial kitchen equipment, and we can duplicate your kitchen for you almost anywhere in Puget Sound. Just tell us what you need, where you need it, and when you need it. We are not “event consultants” or “party planners,” but if you need help coordinating a multi-faceted event, we will be happy to help you find a solution.

Can I change my order?

Yes. You may make additions and modifications up to two (2) business days before delivery or pickup. If product is available, we will accommodate requests for increased quantities. Please refer to our cancellation policy to avoid added charges.

Will you set up my rental items?

Yes. All equipment is delivered ready to be connected to an energy source (electrical outlet or propane gas tank).

Do the photos on the website show the exact equipment I will receive?

The pictures on our website are representative of the items you will be renting. The specific *brands* you receive may differ in appearance but will match or exceed the functionality in the equipment description.