

Please carefully read the outlined policies. Once an order is placed, the terms and policies stated here become a binding part of the rental agreement and you, the customer, agree to all terms and conditions as outlined in this rental agreement.

1. **Please make checks Payable to:** CUSTOM LINEN RENTALS
2. **Payments:** All orders require 50% retainer to secure prices, date and service at time of booking. **The balance is due and must be paid 3 weeks before the event date.** It is the lessee's responsibility to make on time payments as we do not bill. We accept checks, cash, or credit cards for payment and there is a \$30 charge for returned checks. Credit card is the only method of payment accepted within 1 week of your event. Valid **credit card information is required on file when placing an order.** A temporary authorization may be run on your credit to verify validity of card. A final head count must be given 3 weeks before the event or the original estimate will be charged. A late fee of 10% of the full balance will be charged if the balance is not paid on time.
3. **Cancellations:** Cancellations within 24 hours of confirmation will be given full refund. After 24 hours from confirmation, the 50% retainer is non-refundable. Cancellations within 3 weeks of the event will not receive any refund. If the event is cancelled or postponed, there will be a store credit for future orders to the lessee of the full balance paid thus far up to 120 days from original event date.
4. **Final Headcount and changes:** It is mandatory to submit all changes to requirements and final headcount no later than 3 weeks prior to event. All additional items requested within 3 weeks are subject to rush charges if lessor does not have additional requested items in stock. Any decrease in final linen count within 3 weeks is subject to approval. **For day of changes only cash or validated credit card will be accepted for additions.**
5. **Changes of special order items:** Due to our ordering process and inventory, once a retainer has been placed, changes to special order items will be subject to approval based on when we purchase the items for your event. This includes changes to size, color, or fabric as well as large changes in quantity. As with all events, reasonable changes in quantity due to final headcount are acceptable.
6. **Choosing your linens:** Custom Linens cannot be held responsible or refund for any wrong items chosen by the lessee including but not limited to the size or color of your chair covers, table cloths, napkins, or sashes. We will do our best to help in choosing, but it is the responsibility of the lessee to choose the right items for his or her event. If additional items need to be added after the items leave our office, we will do so for an additional delivery and rental fee as available. Custom Linens will provide the colors for your event that are listed on the invoice. Swatches are available upon request but based on availability. Custom Linens will not refund for any unused items after delivery or pickup or cancelled the day of the event. **We offer chair covers to borrow for a small refundable \$5 deposit. You may pick up a chair cover at your leisure to try on your banquet chairs. This policy is for all events, whether the lessee or the lessor does the setup.**
7. **Warranties:** There is no warranty that the linens are free of any minor defects as a result of regular use. Immediately count and inspect your order when picking up or receiving items. Any issues must be reported by phone as soon as possible, before your event starts, and not later than 3 hours after receiving or picking up linens. We rigorously inspect all of our linens and count all of our orders, but in the rare event of inaccuracies or inadequate linens beyond minor wear from regular use, the sooner we know, the better chance we have of correcting the problem before your event starts. To ensure greater satisfaction with your linens, we suggest inspecting your linens before they leave our warehouse. Once an event has started, we assume all linens are satisfactory. No refund will be given if we have no timely notification of an issue as outlined in this policy.
8. **Returning Items:** If choosing to pickup and return the items yourself, **the lessee must return the linens to Custom Linens the next business day after the event or a rental fee equal to the current rental prices will be charged for each day the item is not returned.**
9. **Replacement charges:** It is the lessee's responsibility to care for the linens while in his/her possession. The lessee is responsible for all items listed on the contract, as well as storage containers provided. Any items on the contract not returned, including items lost to theft, or returned in unusable condition due to rips, tears, permanent stains, burns, mildew, candle wax drippings or spills and other non-reversible damages will be subject to full replacement price of the item equal to three times (3x) the rental fee for tablecloths, overlays, runners, or napkins, \$10 for chair covers, \$5 for Sashes. Please do not store wet linens in plastic as they could mildew within 2 hours. Please do not launder items. Any charges due to loss or damage will be charged to card on file.
10. **Our sashes do not come pre-tied. If you would like the bows tied we offer on-site set up for an additional fee equal to Custom Linen's current set up charges. A customer service associate will be happy to add set up to your order upon request.**
11. **Set up and Break down:** Custom Linens will set up and breakdown for an additional fee if required. Please communicate with Custom Linen's your sash tie style preference. If no tie style is listed on your invoice, tie style will be the Linen Designer's choice. Times need to be confirmed with Custom Linens no later than 14 days before the event.
12. **Delivery:** Delivery is required for all events Custom Linen's sets up. Delivery is optional for all other events. Delivery times and addresses must be confirmed 14 days before event. If Custom Linens must deliver or pickup multiple times due to circumstances beyond Custom Linen's control, additional delivery charges will be applied to each additional trip equal to \$15 per extra delivery or pickup. Circumstances include, but are not limited to locked venue, no access to pick up linens, misplaced linens, wrong delivery/pickup times, wrong address.
13. **If you are in any way dissatisfied with our services, please allow us the opportunity to rectify any problems or concerns. We require that all issues be discussed with us prior to posting negative comments on any website.**
14. **Disputes:** Lessee will indemnify Custom Linens against any actions, claims, liability or damages including court costs and attorney's fees connected to rental property or services. All claims must be made within 3 business days of the event, after which time Custom Linens will deem the order complete and closed. A minimum \$350 attorney's fees will be assessed on all uncollected or unpaid balances for rental items unreturned or damaged linens that are not replaced or bought. Disputes and charge backs will be subject to attorney fees and processing fees.
15. **Custom Linens Responsibilities:** This is a binding contract between the lessor and the lessee. Custom Linens will provide the service as listed on the contract for the listed price on the day and time on the contract.
16. **Quote/Contract:** Upon signing this contract, your quote becomes a binding part of this contract and your prices are guaranteed. Custom Linens cannot change the prices as outlined in the quote for any reason. All changes in items or quantity will be documented in writing on your invoice. After any changes have been requested by the lessee, the invoice will be revised to reflect the updates. It is the lessee's responsibility to ensure all updates are correct and accurate.
17. **Shipping Addendum:**

The following points are only applicable for orders shipped via a postal service.

 - a. **Shipping Information:**

Packages shipped in the contiguous 48 states are shipped via FedEx Ground unless time dictates otherwise or specifically requested by lessee. Custom Linens will attempt to schedule items to arrive two business days prior to event but this is not guaranteed. Return shipping is included in your price. Return shipping labels will be enclosed in the packaging with your linens. If those are lost, it will be lessee's responsibility to pay for shipping costs.
 - b. **Return Packaging:**

Items may be repackaged into the same boxes in which they were sent. No folding or laundering is required. Lessee is responsible for items while they are in transit back to Custom Linens.
 - c. **Finalization of Order:**

Final count and final payment is due 3 weeks prior to your delivery date. All Sales are Final. It is the lessee's responsibility to notify Custom Linens of any changes to original order including address change, shipping information, phone number, and final count on rental items.

*Any hand written additions or additions without approval of Custom Linen Rentals will not be recognized as part of the contract. If there are any discrepancies or questions, please contact Custom Linen Rentals.

I agree to the terms and conditions as outlined.

Signature

Date