



Rental Ordering Guidelines & Policies

Let's Do Linens, Inc. ® truly enjoys providing an exceptional inventory of tablecloth options for the Event Industry Professionals. If you are new to LDL, please read the following rental terms and ordering guidelines carefully.

Rental Ordering Guidelines: Customers must be a legally registered business with appropriate EIN # or proprietary business data as requested on a profile form. LDL reserves the right to seek credit references for new customers. We encourage all customers to place orders in advance of the event date to reserve the selected linens. Linens are rented on a "first come, first serve" basis. Last minute orders are welcomed and we will work with each customer to determine the best suggestions on fulfilling and handling of these orders. Quotes are available for job bidding but do not reserve any linen unless it is converted to an actual rental order by the customer.

Order Confirmations: 24 Hour ordering is available by fax and email for your convenience. A confirmation will be forwarded to you by fax or email for each order being placed. All customers are responsible to verify the accuracy of the order, event dates, and all data. If an error is found, the office needs to be notified immediately prior to delivery.

Order Revisions and Cancellations: All revisions, additions or deletions, and cancellations for confirmed orders must be made 24 hours before delivery. Cancelled orders before delivery of the order will not incur a charge. Any shipping charges will be due if the order was cancelled after being shipped by UPS. Cancellations made after delivery will incur a 50% cancellation fee. You must receive a cancellation copy to verify that LDL has received and confirmed your cancellation. Changes or revisions to an order after delivery will be handled on an individual basis. Last minute additions or new orders that require special handling will be discussed to determine the best method for a timely delivery.

Delivery and Shipping Methods: Local deliveries and pickups are made at your place of business with our LDL drivers. A standard delivery and pickup day will be coordinated with each customer. Local deliveries are schedule Monday to Friday. If your business is outside our local delivery area, UPS is the shipping company of choice. All rates are subject to the prevailing rates of UPS and are based upon weight and zip code. Large SITE delivery is available for advance scheduling with the customer. Please call the office for more information if you have a large job pending.

Order Return Policy: All linens are rented for a single event date. The complete order must be returned back to LDL. Cloths should be sorted and counted, debris removed, and set aside for our driver to count onsite. The same applies to all orders being returned using UPS which are counted in our warehouse. Orders should not be left in a location that could be affected by weather or be stolen. Customers are responsible for lost, severely damaged from weather and abuse. Late rental charges will be applied to orders not returned timely. All UPS shipped orders are sent with return labels. Should you lose the return label(s), please call the office immediately for a duplicate return label to prevent late return charges from being applied. We suggest that you keep the original box for return shipments if possible. Multiple small orders may be shipped in one box to reduce shipping charges for a customer. Linens that are unused from an event must be returned to LDL with the original order. LDL does not issue credit for unused linens.

Damage Waiver Fee: A non-refundable damage waiver fee of 6.5% is charged on all rental orders for accidental damage. This fee does not apply to lost linen, stolen linen, or severe damage from weather and abuse. A full replacement value will be charged for lost, stolen, or severely damaged cloths. The DWC is calculated on the list price and not discounted rental price.

Missing/Lost Items: Any items not returned and are deemed lost or missing will be billed to the customer for the full replacement value of the cloth(s). All disputes should be resolved within 14 days. The customer will receive a written notice or telephone call regarding missing items. Customers are responsible for calling the office when missing items have been found and are ready for return. Payment Terms: Orders are delivered either with payment due upon delivery or prepaid with a company credit card. COD orders cannot be left without prior arrangements being made with the office staff. A credit card authorization will be forwarded to each customer for prepaid payments. No 3rd party checks are accepted by LDL. American Express, Diners Club, MasterCard, and Visa are accepted for payment. Any returned check will be assessed a \$25.00 fee in addition to the full value of the check. Payment for a returned check must be in the form of a money order, certified check, or a credit card to maintain a good standing for future orders.

Customized Orders: Let's Do Linens is pleased to assist in specialty orders. If the request is an addition to our inventory for a large event, this custom manufacturing will require an authorized signature and a 50% non-refundable deposit. Any other specialty orders for items not offered in our current inventory will be considered a customized purchase requiring a signed confirmation and payment in full prior to delivery. Customized orders should be placed at least 3 months in advance of the event date.

Customer Signature acknowledges the above guidelines and policies and agrees to abide to the requirements stated above.

_____ Date _____

Please call the office if you have any questions. Thank You for your business.

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