

RENTAL POLICIES

A **cash deposit or credit card hold** is required on all rental contracts. All linen rental contracts must be signed by the credit card holder and customer. Once you have returned our linen, it will be counted for non-returned linens and thoroughly inspected for damages or abuse. After accounting for all linens we will issue your credit card full credit unless damages or losses have taken place.

We can be reached at the following numbers 24 hours a day; **(407) 738-2287 or (813) 841-4351 or (863) 852-8246**

Placing Orders

Please phone us directly to place your order. We recommend that you place your order three to four weeks prior to your event date to ensure availability. However, we will accept last minute orders but these orders will have to be pulled and shipped out immediately which may cost you more money regardless of the initial quote. This depends heavily on the time of year and availability of rental items.

The customer is responsible to pay half of the balance to reserve rental linen & textiles. Until we receive your signed agreement, credit card authorization form and half of your deposit your linens are not reserved. You can pay by credit card or check/money order. Any returned check because of non sufficient funds will be charged a \$35.00 fee. Your remaining balance is due 3 weeks prior to your event. That is when you should call our office to give your final count. You can upsize or downsize by 10%. You will receive your linens 1-2 days prior to your event unless other arrangements are made. Please note your order will not be shipped/delivered to you if final payment is not made, so please make sure final payment is paid within a timely manner so we can get your order out on time. We accept cash, checks, money orders and credit cards. MasterCard and Visa credit cards only. No checks will be accepted within 7 business days of delivery date unless prior arrangements have been made.

Event date changes and cancellations

We will try our best to accommodate your needs within reason. We ask for a minimum two week notice should you decide to change your event date. The customer will be responsible for a 50 percent restocking fee assuming a 2 week notice is given to AmericanLinenSupplier.com. No refunds of any kind will be given out on linen rentals unless a minimum of two weeks notice prior to the event date is given to AmericanLinenSupplier.com. All refunds will be returned in the manner payment was tendered.

Samples

We will do our best, within reason, to supply you with sample swatches or samples. As we are a free member purchasing group, it's not our typical practice to be a supplier of swatches, but rather to provide great pricing and products to our members. Our group was started under the premise of using basic linens of the highest quality, so we often times steer away from orders that will be using the more extreme colors, and styles. Please call us if you need assistance selecting the correct size, and style chair covers.

Shipping & Delivery

We ship chair covers and linens anywhere in the continental United States through United Parcel Service. Customers are responsible for the payment of two-way delivery or shipping charges. Your order will arrive at least 24 to 48 hours prior to your event date. If your linen is within a 65 mile radius of Davenport Florida your linen can be delivered and picked up. This is not setup or breakdown, merely linen will be delivered at or before an agreed time and linen should be removed, packed and ready for pick up after the event.

Return of Rental Items

It's the full responsibility of the renter to make sure our linen is shipped/delivered back to our location promptly free of any permanent damage. If the boxes you receive are broken or torn, please replace them with strong boxes in good condition. Do not wrap up wet or damp linen. This will cause mildew damage and you the customer will be responsible for replacing any damaged items. Please shake out all food particles from linen prior to shipment. Avoid placing our linens in plastic bags as this can cause mildew damage to the linens for which you will be responsible for replacing. Avoid wine stains, candle wax, and cigarette burns. These are types of abuse for which the customer will be responsible for as well.

Late Return Fees

All orders must be shipped from your location within 72 hours in order to avoid late charges. Late fees will be addressed as follows. If linen is not received by AmericanLinenSupplier.com within 5 business days of your event date, a full week rental cost will be charged to your credit card. If we do not receive our linen back by the tenth business day after your event, we will charge you for full replacement of our linens. Replacement costs are the same as our direct sale linens.

Damaged/Abused/Lost Linens

All linen and chair covers must be returned in the excellent condition you received them. Our linen is of very high quality and we expect it to be returned in excellent condition. Any lost or unreturned linen will be the responsibility of the renter. Full replacement cost will apply to any item that is rendered unusable or missing upon return of your order. Replacement cost for damaged or lost linen will be charged to the customer/renter's deposit. If the damage exceeds the deposit, the customer will be billed and payment is due upon receipt of billing. Any balances not paid within 30 days, the customer hereby acknowledges and agrees that the credit card on file will be charged. Replacement cost will apply to any item permanently altered in appearance upon return of your order.

(Print Name)

(Signature & Date)

(Print Name)

(Signature & Date)