

STANDARD CONTRACT – single order

Customer signature below indicates agreement to the following provisions:

1. **LINEN EFFECTS RESPONSIBILITIES** Linen Effects, Inc. (LE) will provide rental items and services as specified on the LE invoice number listed below.
2. **CUSTOMER RESPONSIBILITIES** Customer is liable for all damage, destruction, loss, or theft regardless of whether rental items were turned over to any 3rd parties including (but not limited to) caterers, set-up personnel, hotels, etc. If LE is setting up rental items, customer liability begins when LE is done setting up and no longer has control over the products. LE cannot assume any responsibility for items whenever they are not under direct control of LE such as during the event. Final counts are due 5 business days prior to event. Linen Effects reserves the right to refuse changes with less than 5 days notice.
3. **RENTAL PERIOD** Customer agrees that rental charges will not be reduced for items not used. Rental period is defined by the ship date and return date specified on the LE invoice listed below. Products not returned by the specified return date are considered missing and replacement charges may be added to the invoice. Customer agrees to return rented items on the agreed return date as specified on the LE invoice OR to arrange for LE to pick up rented items. LE reserves the right to charge additional rental for items returned after the agreed return date.
4. **CARE AND RETURN OF PRODUCTS** Customer agrees to take care to prevent mildew from forming on linens by separating damp linens, not storing damp linen in plastic bags or sealed containers, not leaving any linens in damp areas, not setting up linens where they are in constant contact with damp grass, promptly returning all items, etc. Mildew is permanent and will result in replacement charges. Wax generally comes out in the wash, however excessive wax may result in additional cleaning charges. Burn holes or other permanent damages will result in replacement charge. Chair sashes must be untied to prevent additional labor charges. Pins must be removed. Dishes, glassware, and flatware must be rinsed prior to return and returned to original packaging to prevent additional labor charges. All boxes and crates must be returned to avoid replacement charges.
5. **CANCELLATION POLICY** Orders cancelled more than 60 days from event date are charged the smaller of \$250 or 50% of the original order total. Orders cancelled 5 - 60 days from event date are charged the greater of \$250 or 50% of the original order total. Orders may be reduced by up to 25% without penalty if made with more than 5 days notice. Orders reduced by more than 25% more than 60 days from event date are charged the smaller of \$250 or 50% of the items cancelled. Orders reduced by more than 25% within 5 - 60 days of the event are charged the greater of \$250 or 50% of the items cancelled. Any refunds for orders changed or cancelled with 5 or less days notice will be at LE's sole discretion. Some items including sub-rentals and special order products have additional restrictions.
6. **SHIPPING** Rental items shipped via UPS, FED EX, or other carriers must be checked in and inspected by customer immediately upon receipt. All problems must be reported to LE immediately. No credit will be given for missing or damaged items reported after the event. Customer is responsible for all breakage, damage, lost, missing, and stolen items.
7. **PAYMENTS & SECURITY DEPOSITS** Payments may be made by credit card, cash, or check. Regardless of the method used for payments, customer must provide LE with a valid credit card as security, and agrees that this credit card may be charged for all damaged, missing, lost, or stolen items as well as all unpaid balances. Check cards, debit cards, and pre-paid debit cards are NOT accepted.
8. **ADDITIONAL PAYMENT TERMS** Customers without payment terms agree to pay a down payment of 50% of the quote for this order to considered "Confirmed." If down payment is not included with this contract, customer grants permission for LE to charge the credit card listed below. Unless customer has existing, approved credit terms with LE, orders are NOT CONFIRMED and rental items are NOT RESERVED until a 50% deposit has been paid. Customer grants permission for LE to charge any remaining balance due to the credit card listed below if remaining balance has not been received at least 3 business days prior to the scheduled event date as listed on the LE invoice below. **Customers paying with a credit card will be charged a non-refundable 3% convenience fee.** If customer breaches or defaults in payment or otherwise, LE shall be entitled to recover from customer all attorney's fees, legal expenses and costs incurred by LE to enforce the provisions of the contract.
9. **MISSING/DAMAGED PRODUCTS** Customer agrees to pay replacement charges for items not returned as scheduled or returned damaged. LE agrees to provide timely notice to customer of missing or damaged items to allow customer time to locate and return those items. If missing items are returned, LE will gladly refund any replacement charges, less any additional rental due. Customer may pick up and keep damaged items within 1 week after which those items will be discarded. Customers with payment terms agree to pay replacement charges and/or additional rental charges within the agreed existing payment terms and agreement. Rental charges will not apply towards replacement charges.
10. **MISCELLANEOUS TERMS** This contract together with the LE Quotation and the LE invoice with the number listed below set forth the final, complete, and exclusive agreement between LE and customer, and this agreement fully supersedes all prior agreements, discussions, negotiations, and understandings between the parties on the subject matter. If any provision of this contract is held by a court to be unenforceable, the remaining provisions of this contract shall remain in full force and effect.

All information below is REQUIRED.

signature

quote/invoice number

name

date signed

credit card number (REQUIRED)
no debit cards, check cards, or pre-paid cards

expiration date

3 digit CVV2 Code

address where credit card bill is mailed to

Street #,

City,

State,

Zip