



LinensByTheSea.com | 800-588-8235 | a division of U.S. Tent Rental

## Linens Policies & Conditions

**On behalf of our entire team, we sincerely thank you for selecting us for your fine linen rental needs.**

### Placing Your Order:

Linens by the Sea will accept your order in many different ways such as by phone, fax, or e-mail from 8:00am to 5:00pm EST, Monday through Friday.

All verbal orders are considered firm. Orders should be placed several months or weeks prior to the event date to ensure items are available. All orders placed within three weeks of the event date are subject to availability and possibly other charges (see "Order Changes" below).

All order changes once an order has been accepted must be communicated and accepted by both parties.

### Payment Terms:

50% deposit is due at the time linens are reserved. The balance must be paid in full before delivery. Acceptable methods of payment are credit card or certified funds, i.e. cash, cashier's check or money order. Company and personal checks will be accepted only if approved credit information is on file. Reservations must be confirmed with the final linen count prior to five business days of the scheduled delivery date.

### Local Delivery or Shipping Orders:

We will deliver your order if your event takes place in our local delivery area and includes the rental of hard goods.

We will ship all other orders throughout the nation and most linen only orders in the local area.

In either case, we will schedule your order to arrive at your destination by your requested delivery date.

Please make sure your "ship to" address can accept deliveries.

If we deliver your linen order with other rental items for which we are charging a delivery fee, there will be no additional charge for the linen.

If we ship the linen separately, you pay for the rental, shipping, and a minimal per box handling fee.

We are not responsible for any delays or mishandling caused by the shipping company or for any natural causes that might prevent the timely arrival of shipments.

Please allow for extra cushion transit days during busy holiday seasons.

Any orders that you rent for longer than one week will result in additional rental fees.

### Shipping Fees:

Orders \$0 - \$200.00 – Shipping Fee: \$45

Orders \$201.00 - \$400.00 – Shipping Fee: \$55

Orders \$401.00 - \$600.00 – Shipping Fees: \$65

Orders \$601.00 - \$800.00 – Shipping Fees: \$90

Orders \$801.00 – HIGHER – Shipping Fees to be determined based on quote or actual costs

### Order Changes/Cancellations:

Changes include any additions, subtractions, color changes, or any combination thereof.

All change requests are subject to availability.



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Any change made to a reservation within five (5) business days of the shipping, pick-up or delivery date will be charged a \$50.00 service fee for expedited handling plus any additional shipping fees that might apply so that you receive your linens in a timely manner.

Deposits will be forfeited for any reservation cancelled within 48 hours of the pick-up or delivery date.

For any additional changes after noon on the day before delivery or shipping, there is a \$35 Change Fee added to your order for each time you contact us. As well, shipping fees may be increased if this causes us to miss a normally scheduled pick-up deadline. Don't leave a message, voicemail or email as a firm order change. We must confirm the update.

Rental Returns:

If you are in our local delivery area, and our driver is picking up other rental items after the event, the linens must be ready to be picked up at the same time.

If we shipped linens to you via FedEx, we will pay for your return shipping if you use our enclosed return labels which are attached to return duffel bag(s). You will also receive a packing slip and shipping instructions.

The linens are to be returned dry, free of debris and must be counted to verify there are no missing items.

**DO NOT ROLL UP OR PLACE WET LINENS IN ANY BAG – MILDEW WILL RESULT.**

To avoid additional rental charges, bring your box(es) to a FedEx Office location or contact FedEx at 1-800-Go-FedEx (800-463-3339) or [www.fedex.com](http://www.fedex.com) to have them picked up.

Boxes must be returned to us within three business days following the event date.

Damaged or Missing Linens, not including Solid Polyesters:

In the event rental property is not returned and/or returned in a torn, mildewed, burned, wax or excessive stained or otherwise damaged condition, the customer will be responsible for the full retail replacement cost. If repairable, the cost of repairs will be borne by the customer, whether performed by Linens by the Sea, or at our option, by others.

These charges will be added to the original rental charges and the customer agrees to pay these charges upon receipt of the replacement billing and allowed to keep same as though it were a sale.

If duffel bags or stage/skirting clips are not returned, client will be responsible for the full retail replacement cost.

Duffel Bag Replacement Costs - \$20 each for black shipping bags and \$5 each for purple local delivery bags.

Customer agrees that all return linen is counted and inspected by our staff and the result is considered final.

Solid polyester linens are covered with our Damage Waiver (see "Rental Items covered by the U.S. Tent Rental Damage Waiver" below). However, if a customer is given a linen upgrade from a Solid polyester linen and then the linen is lost or damaged, the customer will be charged the Solid polyester price for replacement.

All rental property held beyond the "ship date or pick-up date" indicated on the rental contract is subject to an extra rental charge. The customer agrees to pay for equipment, at its replacement cost when rented, for all types of theft or mysterious disappearance.

Sample Linen & Swatch Requests:

Samples & swatches are available upon request. Contact us for further details.

Color Variations:

Dye lots can vary due to many reasons such as when linens are purchased from multiple vendors, added at different times and when some pieces are laundered more than others. We do make every attempt to make sure the shades match as close as possible, but there is no guarantee. Note that all computer monitors are



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configured differently and can display colors differently. For the most accurate color reference, please contact us to request a swatch.

Linen Installation Fees:

Linen installs are available to customers in Sarasota and Tampa Bay Markets during normal business hours within a 50 mile radius.

There is a minimum order requirement and no install of chair covers and sashes fewer than 50 chairs.

- Trip Charge \$75.00 (in addition to delivery fee)
- Standard Chair cover: \$1.00 each
- Chair Pad Cover: \$.50 each
- Sash: \$1.50 each
- Spandex Chair cover: \$2.00 each
- Spandex Table linen: \$5.00 each
- Pre-Tied bows: \$1.00 each
- Table linens: \$2.00 each

For pre-tied bows, client must supply the width of the chair back in inches 10 days in advance. We cannot provide this service if the top of the chair back is wider than the center section of the chair back where the sash will be placed. No guarantee is made on the exact fit of pre-tied sashes, and they may slip or be too tight.

Limited Edition:

The term "Limited Edition" refers for specialty item or custom linens with a finite number of items for rent. There is no guarantee that the quantities in stock at the time of the quote or order will be available at the time of the event. Please contact us for the most current items and correct inventory counts as this may change occasionally.

Rental Items covered by the U.S. Tent Rental Damage Waiver: Solid polyester tablecloths, napkins and skirts and Spandex tablecloths.

This is a 10% fee for the Solid and Spandex tablecloths items only.

What it does:

- a. Absolves the customer of any liability for the above items that are returned damaged. If items are not returned, but have been damaged beyond repair, proof of the damaged item(s) may be reasonably requested depending on the quantity, the nature of the item, and the circumstances surrounding its damage.
- b. Eliminates the need for additional invoicing for minor damages and the related agitation it causes after having spent considerable time and money establishing a wonderful relationship with a customer through the whole event process.

What it does not do:

- a. It does not provide insurance against any loss.
- b. It is not coverage for damage due to customer's neglect or misuse, i.e. linens bagged with food, or moisture causing permanent stains or mildew.
- c. It does not waive the customer's liability for replacement cost for loss caused by neglect, abuse, vandalism, theft, mysterious, or unexplained disappearance, or shortages.

Further clarification:

- a. Some flexibility will be necessary in certain circumstances. We may not always charge if an item is



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- missing and reasonable proof of damage cannot be provided.
- b. On the other hand, if a bag of linen was ruined, we will always bill for them.

Order Acceptance Policy:

Upon receiving an order confirmation (electronically or otherwise), this does not indicate that we have accepted your order. We reserve the right after receiving your order to accept or decline your order for any reason per our own discretion. If we are not able to fulfill the amount of the items that you have ordered, you have the option to receive only the items we have in stock, or you can cancel the entire order, and we will refund you for any items not being used.

We ask that you double check your order information to make sure it is accurate before submitting your cart items. We reserve the right to put orders with inaccurate or lacking information on hold without any prior notification. However, we will attempt to contact you through the information you have provided us about your order status. If there is no response within 3 days, your order may be canceled and refunded without further communication.

If you need to make a change or cancellation, please contact us as soon as possible via email at [info@linensbythesea.com](mailto:info@linensbythesea.com) or phone 800-588-8235 during normal business hours so that we can flag your order before it is sent to our warehouse for fulfillment. Our business hours are M-F 8am-5pm EST. We do not guarantee that the changes/additions/cancellations can be completed, but we'll do our best to attempt to do so. If you do not hear back from us about your cancellation or change, we have not received your information so please do not assume that we have been notified.

Refund Policy:

We're sorry that your order did not fulfill your expectations or meet your needs.

Once our rental products are in the delivery process (shipped or by truck), there is no refund for the items selected even if they are not used because no other client can use the items you have selected during your delivery and event date(s).

Linens by the Sea will not be held responsible for orders after we have fulfilled at our end and merchandise has left the warehouse premises, financially or otherwise. Linens by the Sea will not be held responsible for mistakes made by the shipping carrier under any circumstances including shipment delays due to outside factors such as weather, natural disasters and accidents that are beyond our control.

If the shipping carrier makes a mistake, and it was FedEx that was used, please ask us to file claim on your behalf.

FedEx Ground is not a guaranteed shipping method, and actual delivery time may vary. We are unable to be responsible if you are unavailable when delivery is attempted. This in no way will be considered as a late delivery date. Further, Linens by the Sea is not responsible for packages refused from their destinations or returned to our store after multiple delivery attempts for any reason including, unavailable during delivery, provided wrong address, incomplete address, etc.

Dye lot variations in the fabric will not be refunded. We do our very best to control the consistency of the



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colors/shades of our products, but we cannot guarantee that within a single order, the color/shade of every piece of a certain item will match up exactly. These factors are beyond our control.

Order errors are defined as damaged, incorrect, or missing merchandise. Please review your order immediately after it's received so that if any order errors are found, they can be brought to our attention quickly and resolved for you. Order errors must be brought to our attention within one business day after the delivery has been completed. Failure to do so will be interpreted as negligence, and you will hold us harmless on any orders/issues that you do not make us aware of immediately.

All reshipments for order errors that we determine will require replacements can only be sent via ground shipping, regardless of the situation/cause. A faster shipping method will be paid for by the client.

You will be issued the refund upon our receipt of the items rented. Please return them in the return pre-labeled duffle bags that we have provided you. All returned items that are not in original packaging will not receive a refund. We do not charge a restocking fee.

Remember to include your order# along with your return.

Our return address is: 7600 Matoaka Road, Sarasota, FL 34243

Thank you for your business!