



**Posh Linen, Inc - PLEASE READ & SIGN BELOW**

Invoice # \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Ordering Process and Policies**

**Posh Linen Orders:**

Orders can be placed by email, fax or by phone.  
We will do our best to accommodate last minute orders.  
(719) 633-1238 or 1 866-40 LINEN (54636) or (719) 634-8191 (FAX)

**Confirmation of Order:**

1. We will send you a proposal and policies form – please **sign both** and fax back.
2. We will confirm within 2 business days that these linens are available on event date.
3. We will then fax or mail a confirmed invoice. Please confirm large orders as quickly as possible.  
If the linens you requested are not available we will contact you to discuss alternatives within 48 hours of receipt of confirmation.

**Use and Acceptance:**

By placing an order with Posh Linen, you agree to use rental property in a careful and proper manner and assume all risk of loss/damage to rental property from any cause. You agree to indemnify Posh Linen against any claims, actions, damages, and liabilities, including attorney’s fees, arising or connected with your use and possession of the rental property. You will be responsible for all costs incurred by Posh Linen due to your ordering errors, such as incorrect date of usage, color, quantity, or sizes.

**Shipping:**

Customer is responsible for all shipping charges. All shipments are scheduled to arrive 2 days prior to your event date for **you** to ensure that all linens have arrived. We strongly suggest that you check your linen order on arrival. If there are any discrepancies they can be resolved in time for your event. All return labels are provided. Be sure to remove return labels from bag for your use to return complete linen order.

**Customer Pick Ups:**

Customer must pick up linen order before 12 noon on scheduled date or will lose opportunity to receive linen on that date.

**Customer Returns:**

If order is not received by Posh Linen before 12 noon on due date, additional rental charges of 50% of rental charges per day will apply.

**Delivery and Pick Ups:**

Delivery will arrive one day prior to your event, counted and signed for by your receiver. Pick ups will occur on the next business day (business days are Monday through Friday except holidays) after your event unless special arrangements are made **in advance**. All scheduled deliveries not ready for pick up will be charged a return visit equal to the delivery cost.

**Payment:**

All orders are payable prior to shipment/delivery. We accept all major credit cards as well as checks or cash. A credit card authorization form must be on file if paying by check or cash. There will be a \$32.00 charge for all returned checks. 50% deposits are required to secure all orders, 100% to secure all custom and holiday orders.

**Subject to Change**

**Initials:** \_\_\_\_\_

**Custom and Holiday Orders:**

Posh Linen does not guarantee the availability of fabric on any custom purchase until fabric has been physically received by Posh Linen, as manufacturers are occasionally unable to provide requested fabric/linen. 100% deposit is required for all custom and Holiday orders-No Cancellation-No Refund

**Damaged/Lost Linens:**

Replacement costs are equal to three (3) times the rental rate for each tablecloth or napkin, \$35 for each chair cover, \$15 for each chair pad cover, \$10 for each chair tie or chair cap, and \$50 for each duffel bag not returned. Customer agrees to pay these charges upon receipt of the final bill. Customer must claim damaged item with in one week if they wish to, or Posh will discard linen within one week of event date.

- **DO NOT PACK LINENS IN PLASTIC – mildew will happen in less than 2 hours. If linens are wet please air-dry them prior to shipping, pick up, or return.**
- **CANDLE WAX – there will be a \$10 charge for excessive wax damage treatment per linen. There will be an additional replacement cost if linen is rendered unusable.**
- **DO NOT WASH, dry-clean, or launder any linen.**

We rely on the prompt return of linens from our customers; please return linens back the next business day unless arrangements have been made prior to shipping. Lost/unreturned items will be billed at the above rates. If missing items are received after the Return Date, a credit will be issued for only a portion of the replacement cost charged, based on the following schedule:

- 75% credit if items are returned within three days.
- 50% credit if items are returned between four days and one week.
- 25% credit if items are returned between one week and 10 days.
- 10% credit if items are returned between ten days and two weeks.

**Cancellations:**

All cancellations on stocked items are **fully refundable before 3 days** of delivery/shipment date. There will be no refunds on Custom orders or Holiday orders.

**Mock Ups:**

Any Mock Up linens returned soiled or un-rentable will be charged to the customer at full rental price or replacement cost, whichever applies. Linen must be folded neatly and hung on hanger with plastic cover provided. Customer will pay any and all shipping charges. Shipping charges will be credited to event. Mock-ups are subject to a \$35 handling fee.

**Returns with Knots and Bows:**

Orders returned with pins, rubber bands, knots or bows will incur additional labor charges of \$0.50 per item.

**Rush Orders:**

Orders placed or changed within 48 hours of shipment/delivery will incur a Rush Order Fee of \$50.

**Emergency Orders:**

Same day, Holiday, or Weekend emergency deliveries will incur additional charges up to \$175.00.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please Fax To: 719-634-8191

**Subject to Change**