



TERMS & CONDITIONS

Confirming a Reservation

- A. A minimum of a 50% deposit and a signed Terms & Conditions form is required to confirm your order. An increased minimum may be required depending on the items selected (i.e. custom fabric); this will be noted on your reservation.

Changes to Order

- A. Final changes to your order are required one week prior to your delivery or pickup, or sooner if specified on your reservation. After that date, orders cannot be reduced. Additions to a linen order will be managed according to available inventory and may be subject to additional fees. Rush fees may apply during peak season.
- B. Email or phone changes to the location servicing your rental needs.
 - a. Marietta Location: orders@premierlinenco.com, or call 717-426-4000
 - b. Lancaster Location: info@specialo.com or call 717-299-4642
- C. Chair cover & sash orders cannot be adjusted any later than 10 days prior to the event.
- D. It is very important that you review the reservation emailed to you to ensure complete accuracy.

Payment

- A. A completed Terms & Conditions form with a credit card is required to be on file, regardless of method of payment. Final payment is required one week prior to the rental start date. Cash, check, or credit cards are accepted. Please be aware that we cannot release linen orders that are not paid in full.
- B. Please choose from the following:

- I will pay the deposit and final payment by check. I acknowledge that my final payment must be made one week prior to delivery or customer pickup.
- I authorize Premier Linen Company to bill my card for both the deposit and the balance due. The balance will be applied to the card on file one week prior to delivery or customer pickup.
- I will pay the deposit and final payment in cash. I acknowledge that my final payment must be made one week prior to delivery or customer pickup.

- C. The customer agrees to reimburse Premier Linen Company for all reasonable attorney fees incurred to collect any amounts due under this contract.

Late, Missing, or Damaged Items

- A. Linens that are not returned on time may be charged a second rental fee, applied to the card on file without further notice.
- B. The customer is responsible for all losses and damage to linens. Burns, tears, mildew, and lost linens will result in a replacement charge in addition to the original rental fee.
- C. Long taper candles often cause wax damage to our linens. Use of votives or candle chimneys is one way to avoid wax damage. Damage from colored wax usually results in total loss.
- D. Mildew occurs rapidly, so please allow damp or wet linens to air dry before placing in return bag.
- E. Additional charges for lost or damaged linens, unreturned packing boxes or linen return bags, additional linens, and additional installation time if applicable, will be charged to the authorized card on file without further notice. The damaged linen remains the property of Premier Linen Company.
- F. Please count and inspect your linens prior to their return and notify us of any loss or damage.
- G. Linens that are not able to be delivered or are not available for pickup per contract dates may incur a second delivery fee for second attempts.
- H. If lost linens are found and returned within 30 days from rental due date, we may refund the replacement charge depending on the condition of the linens and /or items already procured to replace lost item(s).



Rental Policies

- A. All linens are rented on a per event basis and are based on a 4-5 day rental period unless otherwise arranged.
- B. Linens may be picked up at the assigned location the business day prior to your event (unless otherwise noted) and returned the next business day after your event.
- C. Napkins must be rented in multiples of 10.
- D. Once linens leave either facility, full rental fees will be charged whether or not linens were used.
- E. Linens will not be washed by anyone except Premier Linen Company.
- F. Linens are rented for one-time use. If evidence is found of repeated use without prior arrangement, additional fees will be charged.
- G. Linens to be picked up by Premier Linen Company should be placed in their assigned location in the provided linen bags. This will ensure our driver will find your linens promptly and lessen product being late or missing.

Cancellation Policy

- A. If an event is canceled:
 - a. More than 30 days from the delivery or customer pickup date, we will refund your deposit less 25% of the order total.
 - b. Between 8 and 30 days prior to the pickup or delivery date, the deposit is non-refundable.
 - c. Within 7 days of delivery or customer pickup date, we retain 75% of the order total as a restocking and missed rental fee.
- B. Specialty items require advanced cancellation notice, this will be detailed on your reservation.
- C. Deposits for custom orders are nonrefundable.
- D. Make sure you receive a confirmation reply when requesting a cancellation.

Force Majeure:

- A. Premier Linen Company shall not be liable for failure to perform as a result of an Act of God (e.g. fire, flood, inclement weather, epidemic or earthquake), failure of parties outside the control of Premier Linen Company (e.g. suppliers or carriers), or any other reason where failure to perform is beyond the reasonable control of Premier Linen Company. Premier Linen Company will make every effort to avoid or remedy such force majeure.

I have read and agree to the above Terms and Conditions and agree to these terms.

Company Name _____
Date

Authorized Representative (Print Name) _____
Signature

Required Card on File:

Card Number:		CVV Code:
Expiration Date:	Billing Zip Code	
Signature:		Date: