

Dove Linen, Inc

Customer Agreement Form

Dove Linen has created the following terms of rental to insure a better experience for all of our customers.

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| 1. Payment Terms | Dove Linen, Inc requires full payment at the time the linens are reserved. Reservations are highly recommended to be placed two weeks (10 Business days) prior to the event date, any reservations placed after the recommended date must be paid by credit card/or cash. NO PERSONAL/BUSINESS CHECKS WILL BE ACCEPTED LATER THAN 10 BUSINESS DAYS PRIOR TO THE EVENT/PICK-UP DATE. |
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| 2. Credit Card | Regardless of the payment method, Dove Linen requires the information of a major credit card (we accept Visa, MasterCard American Express) to be kept on file for the protection of Dove Linen's property. |
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| 3. Reserving Linens | Reservations are to be made TWO WEEKS OR 10 BUSINESS DAYS prior to the event date. Please have exact dimensions of the tables and the head count. For round tables we need the diameter. For square and rectangle tables we need the length and width of the table. Any reservations made after the recommended period are subject to availability and may be subject to additional fees, see the fee schedule below for rushed orders. All orders are always subject to availability. |
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| 4. Cancellations | Any reservation cancelled less than 48 hours prior to pick-up date will be charged a 20% restocking fee. This covers a small portion of the production expenses used to process the order. |
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| 5. Order Change | Any reservation change made less than 24 hours prior to the pick-up date will be charged a \$20.00 service fee. Changes include any additions, subtractions, color changes or any combination of the three. Please call ahead for order changes. This fee is to cover a portion of the additional production costs for completing the new order which requires additional labor and supplies. |
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| 6. Rush Charge | Any reservation made less than 48 hours prior to the pick-up date will be charge a \$20.00 rush fee. This fee is charged to limit the amount of last minute orders. |
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| 7. Purchased Linen | NO REFUNDS OR EXCHANGES on purchased linen. Please call for samples. |
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| 8. Dye Lots | Dye lots may vary. Dye lots may vary for several reasons: Linens are added to our stock at different times and may be made from different dye lots from our manufacturer. Also, some colors are rented more frequently than others and are washed more frequently causing a fading of color. Our staff will make every attempt to match the shades as best as possible. If linen perfection is a must please consider purchasing the cloths brand new. |
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| 9. Physical Condition of Linens | You acknowledge that it is your responsibility to return the linens in the same condition that you received them, except for normal soiling. Normal soiling is food, beverages, and other consumable stains. It does not include wax, ink, holes, and/or other unusual damage. Linens are expected to be free of loose items before returning. Upon receipt of items it is your responsibility to inspect them and inform us of any damages prior to the event . Linens that are returned damaged are assumed to have been damage-free unless otherwise noted. |
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| 10. Responsibility of Linen | You are responsible for the items listed on the invoice from the time the linen is picked-up and leaves our docks/delivered onto your dock until the time the linen is returned to our dock and acknowledged by a member of our staff. You are responsible for counting the linen upon pick-up or delivery. If you choose |
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not to count the linen and immediately notify us of any discretion you surrender the right to claim missing linen. After this point, if the linen is missing, lost, stolen, or damaged under any circumstances, regardless of fault, you are responsible for replacing the linen. FAILURE TO RETURN LINEN CAN RESULT IN LEGAL ACTION AGAINST THE RENTER.

11. **Returning Linens** Linens rented on Wednesday, Thursday, or Friday are due back Monday
Pick-up/In-state following your pick-up date, between the hours of 8 a.m. and 3:30 p.m. Any linen not returned by 12:00 noon Tuesday will be charged a second rental fee. Tuesday drop-offs must have a verbal approval. Linens rented on Monday or Tuesday are due back Thursday following your pick-up date, between the hours of 8:00 a.m. and 3:30 p.m. Any linen not returned Friday by 12:00 noon will be charged a second rental fee. Friday drop-offs must have a verbal approval. Verbal approvals are at the discretion of the managers.

12. **Charges, Fees, Payments, and Collection costs** You acknowledge that if any of the items stated above are broken you may be responsible for additional charges. You agree that any of these charges can be either charged to your credit card or billed at our discretion. A courtesy call will be attempted prior to charging card but is not required. If original invoice charges, late fees, damage fees, or replacement costs and/or other legitimate charges are left unpaid; you will be subject to prosecution. You also acknowledge that you are responsible for any collection cost including: collection agency fees, attorney fees, court costs, and any other costs incurred in collecting any charges due to us.

13. **Other Property** We are not responsible for any property returned to us that does not belong to us. We agree that we will not keep any properly knowingly, but ultimately it is not our responsibility. We are not subject to any charges incurred to you by other parties.

14. **Other** Dove Linen is under no contract with our customers other than what is stated above. We hold the right to refuse, deny and/or hold any order regardless of length of the business relationship. We hold the right to refuse, deny and/or hold any order due to lack of payment for original invoices, late fees, replacement fees and/or any other fee outlined above. In situations where orders are being held for payment no notice is necessary. Dove Linen is not responsible for the fees charged by any other company for your rental needs due to Dove Linen refusing, denying and/or holding orders.

I accept the terms of this agreement as outlined above.

Signature: _____ Date: _____