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**CUSTOMER CONTRACT PACKAGE – PLEASE FILL OUT THE FOLLOWING INFORMATION AND SUBMIT IT
VIA EMAIL OR FAX TO:**

info@linencloset.ca / 289-597-7388

We can't wait to create a stunning event with you!

To best serve you, we require all new customers to fill out this packet. Please fill out the PDF as completely as possible and email/fax it to us. Once received, a 50% deposit is required at the time of reservation. Without a deposit, our order is not confirmed.

If you have any further questions, feel free to email info@linencloset.ca or call 289-597-7288. We look forward to working with you and creating amazing events together!

STANDARD CONTRACT – REGARDING THE USE OF ALL RENTED ITEMS FROM LINEN CLOSET INC

CUSTOMER RESPONSIBILITIES

The 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, venues, etc. The customer liability does not change if Linen Closet Inc. is delivering or picking up. Linen Closet Inc. cannot assume any responsibility for items whenever they are not under direct control of Linen Closet Inc. such as during the event. The customer agrees to provide Linen Closet Inc. with a valid credit card and agrees that this credit card may be charged for all damaged, missing, or lost items as well as unpaid balances.

RENTAL PERIOD

Rental period begins on the ship date specified in the Linen Closet Inc. rental contract and ends when the items are returned to Linen Closet Inc. Linen Closet Inc. reserves the right to charge additional rental for items returned after the agreed return date. Late fees will apply for returns post 3 days of the "Return Date" specified on the rental contract.

MILDEW & WAX

The customer agrees to take reasonable care to prevent mildew from forming on linens by separating damp linens, not storing damp linens in sealed plastic bags or 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 charges. Extra charges will be determined by extent of damage and replacement fees are a fixed cost on a per item basis.

CANCELLATION POLICY

Orders cancelled or reduced by more than 75% of order total within 10 days of the scheduled event are charged 50% of the order total. The first \$250 is non-refundable regardless of when the order is cancelled or reduced. The maximum cancellation charge is 50% of the order. Any refunds issued are reduced by this amount. Rental charges will not be reduced for items not used after leaving the warehouse.

SHIPPING

Upon receipt, the customer must inspect rental items. All problems must be reported to Linen Closet Inc. immediately. No credit will be given for missing or damaged items reported after the event. The customer is responsible for all breakage, damage, lost, missing, and stolen items.

DEPOSITS

A 50% deposit of the order total (less taxes) is necessary to keep those items on hold for the event date and to have the order considered "Confirmed". Without a deposit, Linen Closet reserves the right to rent those items to others.

ADDITIONAL PAYMENT TERMS

Full payment of the order must be received 48 hours before the order is scheduled to leave the warehouse. If the customer breaches or defaults in payment or otherwise, Linen Closet Inc. shall be entitled to recover all attorney's fees, legal expenses and costs incurred by Linen Closet Inc. from the customer.

DAMAGE WAIVER PROTECTION PLAN

As the customer, you are liable for losses and damages to all rented items. We offer an optional "Damage Waiver Protection Plan". This waiver waives you of the liability of rented items that are returned damaged. It can be purchased prior to the items leaving our warehouse. However, it will not cover missing items or permanently damaged items that need to be replaced.

MISCELLANEOUS TERMS

This contract together with Linen Closet Inc. rental agreement and credit card authorization form set forth the final, complete, and exclusive agreement between Linen Closet Inc. and the customer, and this agreement fully supersedes all prior agreements, discussions, negotiations and understandings between the parties on the subject matter. If the any provision of this contract is held by a court to be unenforceable, the remaining provisions of this contract shall remain in full force effect.

The customer signature below indicates agreement provisions above:

Name

Date

Signature

CREDIT CARD AUTHORIZATION – FOR FILE USE

CREDIT CARD TERMS: All Linen Closet Inc. customers must have a “for file” credit card authorization to place an order. This credit card will not be charged for the order unless expressed by the customer. However, by signing this form, you authorize Linen Closet Inc. to charge for all unreturned orders, lost and damaged items, and outstanding invoices. A \$100 security deposit hold will be placed on the credit card.

Please contact us with any questions and thank you for choosing Linen Closet Inc. for your event.

Payment Information

Name on Card_____

Credit Card Number_____

Expiration Date_____

CVV*_____

*American Express code is 4 digits, located on the front of the card, above and to the right of the credit card number; MasterCard or Visa code is 3 digits, located on the back in the card signature panel.

Billing Information

Address_____

City, Province _____

Postal Code_____

Telephone_____

Email_____

Authorized Signature: The undersigned represents that he/she has the authority to request the above credit card be billed for services according to the terms stated here and without dispute. I certify the above information to be accurate and authorize Linen Closet Inc. to process the above credit card for full payment against damages, and/ or other fees associated with rental of Linen Closet Inc.'s collection. I certify that I am the authorized user of this credit card and I will not dispute the payment with my credit card company; so long as the transaction corresponds to the terms and conditions identified in the Standard Contract.

SIGNED_____

DATE _____