



30 West Beaver Creek Road, Unit 1  
Richmond Hill, Ontario L4B 3K1  
Tel: 289-597-7288  
Fax: 289-597-7388  
Email: info@linencloset.ca  
www.linencloset.ca

**INDUSTRY PACKAGE – PLEASE FILL OUT THE FOLLOWING INFORMATION AND SUBMIT IT VIA EMAIL OR**

**FAX TO:**

**info@linencloset.ca / 289-597-7388**

**We want to work with you!**

To best serve you, we require all new industry clients to fill out this packet. Please fill out the PDF as completely as possible and email it to us. We will look over your request and determine your industry status. An industry professional must be licensed but other professionals may also qualify. Once qualified, you will have access to our wholesale prices and have the ability to provide instant and accurate quotes for your clients.

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!

**Company Information**

Company Name \_\_\_\_\_

Address \_\_\_\_\_

City, Province, Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

Email \_\_\_\_\_

Website \_\_\_\_\_

Type of Business \_\_\_\_\_

**Contact Information**

Contact Name \_\_\_\_\_

Contact Name \_\_\_\_\_

Email \_\_\_\_\_

Email \_\_\_\_\_

Telephone \_\_\_\_\_

Telephone \_\_\_\_\_

Cellphone \_\_\_\_\_

Cellphone \_\_\_\_\_

**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 3<sup>rd</sup> 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

**ACCOUNT PAYMENT TERMS**

**NET 30 TERMS:** For Net 30 terms, we require references from other companies with whom you have an established line of credit as well as your bank reference. If you would like us to charge your credit card for every order, you do not need to fill out this section.

**INDUSTRY REFERENCES**

Company Name \_\_\_\_\_  
Contact/ Phone Number \_\_\_\_\_  
Fax or Email \_\_\_\_\_  
Account Number \_\_\_\_\_

Company Name \_\_\_\_\_  
Contact/ Phone Number \_\_\_\_\_  
Fax or Email \_\_\_\_\_  
Account Number \_\_\_\_\_

**BANK REFERENCES**

Name \_\_\_\_\_ Account Number \_\_\_\_\_  
Address \_\_\_\_\_  
City, Province, Postal Code \_\_\_\_\_  
Phone Number / Contact Name \_\_\_\_\_

**CREDIT CARD FOR FILE:** All Linen Closet Inc. customers must have a "for file" credit card authorization for your Customer Account. This credit card will be charged for the first order on new Net 30 accounts, as well as unreturned orders, lost and damaged items, and outstanding invoices.

Name on Card \_\_\_\_\_  
Credit Card Number \_\_\_\_\_  
Expiration Date \_\_\_\_\_  
CVV \_\_\_\_\_  
Address \_\_\_\_\_  
City, Province \_\_\_\_\_ Postal Code \_\_\_\_\_

**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 to use this information in establishing an industry account.

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_