

Linen Rental Policy

Reservations

We encourage all customers to place orders at least TWO WEEKS prior to your event date. Any reservations made after this recommended time are subject to availability and may be subject to additional fees.

Payment

PLATTE RENTAL & SUPPLY PLATTE CITY requires a 1/3RD Non-Refundable deposit with a major credit card when the linens are reserved. This deposit secures your linen for the requested date. All credit card information will remain on file until items are returned back and approved. No checks will be accepted later than 14 days prior to pickup or delivery date. All returned checks are subject to a \$30.00 service fee. Custom and/or special orders linen must be paid in full at the time of reservation. Custom and/or special order linens are non refundable. (ALL LINEN ORDERS REQUIRE A VALID CREDIT CARD). ALL DELIVERY ORDERS MUST BE PAID IN FULL AT LEAST 7 DAYS PRIOR DROP OFF DATE.

Cancellations and Order Changes

Orders can be cancelled at any time; however the 1/3RD deposit required to reserve your linens is Non-refundable. If full payment is received and the entire order is cancelled for any reason within 48 hours a 50% charge will incur. Any order changes made less than 24 hours before scheduled pickup or delivery date will prompt a 100% zero refund. Changes include additions, subtractions or color. There is no credit for unused linens.

Purchase Linen

NO REFUNDS OR EXCHANGES on purchased linen. Please make sure all sizes and colors are correct before ordering.

Dye Lots

Dye lots vary for several reasons. Linens are purchased from different vendors and added at different times. Also some pieces are laundered more than others. We do make every attempt to make sure the shades match as best as possible.

Replacement Charges

If any linen is not returned, torn, burned or soiled beyond cleaning, a replacement fee would be charged in addition to the rental fee. The customer is responsible for all items listed on the invoice at all times. Any loss which occurs at the customer's facility or while in their possession will be the customer's responsibility. CANDLE WAX ON LINENS WILL AUTOMATICALLY CONSIDERED DAMAGED AND WILL BE BILLED TO CUSTOMER AT FULL REPLACEMENT COST. ALL RETURNED LINENS ARE WASHED A MAXIMUM OF 2 TIMES. IF ANY STAIN IS NOT REMOVED AFTER THIS PROCEDURE, A FULL REPLACEMENT FEE WILL INCUR.

DELIVERY

We will make every effort to arrive at a specified time to deliver your items. We will stay in communication with the customer with any changes to delivery dates and time changed due to inclement weather, vehicle breakdowns/accidents, and or any other act of nature we cannot foresee or control.

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 property knowingly, but ultimately it is not our responsibility. We are not subject to any charges incurred to you by other parties.

Credit Card Authorization

I authorize PLATTE RENTAL & SUPPLY PLATTE CITY. to charge the credit card provided for rentals including any additional rental, replacement, or bounced check fees. Customer's signature acknowledges the above guidelines and policies and agrees to abide to the requirements stated above.

IF THERE IS ANY DEFAULT IN PRODUCT FOUND AFTER THE ITEMS LEAVE OUR PREMISES, YOU ARE OBLIGATED TO INFORM US RIGHT AWAY. WE WILL MAKE EVERY EFFORT TO REPAIR AND/OR REPLACE THE ITEMS IN QUESTION. OTHERWISE THIS WILL LEAVE YOU RESPONSIBLE FOR DAMAGES.

Signature: _____ Print: _____ Date _____

THANK YOU FOR CHOOSING PLATTE RENTAL & SUPPLY PLATTE CITY
YOUR EVENT RENTAL SOURCE IN THE NORTHLAND.

816-431-6988