

# **LINEN RENTAL FAQs**

## **How does it work?**

Renting linens is a cost effective and simple process. First you will need to know the table sizes you will be using and how many. We can advise you to what sizes will be needed and provide you with a quote for the colors and styles of what you choose. If all looks good to you, simply sign the quote and send back with the partial payment (listed in the quote) to reserve the items you want to rent.

## **How do the linens come to me?**

All linens will come clean, pressed and packaged. Tablecloths are folded and will have fold lines.

## **Do I have to wash them before returning?**

Nope, simply remove them from the tables and place them in the linen bags that will be provided to you. It is very much appreciated if you shake them out first.

## **Can I remove fold lines with an iron or steamer?**

Yes, however, you are responsible for any accidents that could possibly occur or any damage to the linen if burnt or melted.

## **How long is the rental for?**

Rentals can be picked up the Thursday before your event, and returned by the following Tuesday. We try to be as flexible as possible and there are times where we allow longer rentals with no additional charge.

## **What if an item is missing or damaged while I have it?**

Occasionally, an item can get lost or get damaged. No worries, replacement for the item is 5 times the rental cost. If an item is damaged but can be repaired, we only charge the repair cost.

### **I cannot decide what I will need until closer to my date. Can the quote be adjusted?**

Sure can! It is nearly impossible to know how many guests will attend until you receive your RSVPs back. This is why an estimate number is given to build the quote. Then, about 2 weeks before your date, we will confirm the quantities and add or subtract as needed. There is a minimum guarantee amount required. This quantity is determined by your initial estimate with a 25% margin. Example: You estimate 100 guest will be attending, so in turn, require 100 napkins to rent. However, you get your RSVPS back and discover you will only have 70 guests. The minimum amount that can be rented would be 75 based on your estimate of 100 guest. This is to protect our inventory numbers and keep folks from reserving more than reasonably needed.

### **Do you provide delivery and pick up?**

We do provide delivery and pick up. Sometimes it is free, depending upon your location and venue. Delivery and/or pick up are charged at a rate of \$0.60 per mile. If a trailer is needed to transport the items, it is an additional \$100.

### **Is there a deposit?**

Deposits are required for linen rentals. Deposit amounts vary depending upon the amount of items rented. They are due upon pick up or delivery and are fully refundable when the items are returned in proper condition and checked in.

### **Will there be variation in the color of the same items?**

It is not common, but is possible. We rotate our inventory and in some cases, you may receive some linens that have been used several times and others that are brand new. Other times there may be a slight variation due to dye lot changes. In every instance, we try to provide the best quality possible.

### **Can I have someone else pick up and return the items?**

Absolutely! The days leading up to, and after your big day are very busy! You can designate whoever you like to do the running for you!