

ORDER PLACEMENT: Customers are required to submit a signed invoice agreement and credit card authorization to place orders. It is the customer's responsibility to check the invoice for accuracy: items ordered, location, delivery, quantities and sizes. 50% deposit is required to place an order with final balance due 2 weeks prior to the event date. Deposits are non-refundable.

FINAL CONFIRMATION: Final numbers and quantities are due 14 business days prior to the event. The Client is responsible for letting I Do Linens know these updates and for confirming final payments. It is the client's responsibility to communicate this information via writing to I Do Linens. 13 business days prior to the event date, quantities cannot be reduced or canceled without incurring additional fees.

DELIVERY/RETURN OPTIONS: I Do Linens does not provide set up and takedown of linens unless noted otherwise in your contract.

SHIPPING: This service is an additional fee.

Please be assured that your items will ship out two to three business days prior to your event unless otherwise noted on your order. Orders placed less than 4 days before the event are subject to rush fees. We determine the most efficient shipping carrier for your order. We use: United Parcel Service (UPS). We cannot ship to P.O. Boxes. Credit card authorization or check payment and verification must be received prior to processing. UPS deliveries occur Monday through Friday, excluding holidays.

UPS is used to ship to our out-of-town customers, and orders will be received the day prior to the scheduled event. Orders should be returned by the date and method noted on your contract. All items will be inspected and counted at time of return. Orders not returned within 2 days after the scheduled event are subject to additional daily rental charges.

DO NOT PUT LINENS IN PLASTIC BAGS.

Items should be returned in the provided container.

SHIPPING AND HANDLING COST: I Do Linens will calculate this cost based on the orders weight and quantity. Please contact your sales representative with questions.

TIME OF RETURN: The client will return the rentals items as stated on your rental agreement and understand that any extension must be mutually agreed upon in writing. Further, the client agrees to pay any rental fees for every day the rental linens are late and hereby authorize the credit card on file to be charged for any late fees.

LOSS & DAMAGE: I Do Linens reserves the right to charge the replacement cost of lost or damaged items to the credit card on file. Customer is responsible for all rented items including bags. The customer will be charged a replacement value on linens, drape or equipment three times the rental charge. Bags are \$25 per missing bag.

CANDLE WAX: use of open flames is prohibited and wax on the linens is subject to a cleaning fee.

CANCELLATION / QUANTITY ADJUSTMENTS: Events may be canceled 2 months prior to event date without incurring additional charges. Deposits are non refundable. Within 2 weeks prior to the event date, quantities cannot be reduced or canceled without incurring additional fees. Increased quantities are subject to a rush fee.

SCOPE OF USE. The Client may not, under any circumstances, pin, tack, staple, nail, glue, mark or stain the Rentals. The Rentals may not be modified in ANY manner without the express written consent of I Do Linens. The Client shall not remove or cover any tags or nameplates evidencing I Do Linens' ownership of the Rentals. The Client shall not remove the Rentals from the address set forth in the Event Profile without obtaining I Do Linens' prior written consent. The Client may not re-lease, loan or otherwise permit the Rentals to be used by any other person or business. The Rentals shall at all times remain under the exclusive and immediate control of the Client. The Rentals are the sole and exclusive property of I Do Linens. I Do Linens' representatives shall have the right to enter the Event at all reasonable times for the purpose of observing the use of the Rentals. I Do Linens reserves the right, at all times, to remove the Rentals if the Client is not or has not complied with the terms of this Agreement, and I Do Linens will not be responsible for delays or interruptions related to the same.

PAYMENT: Full payment is due two weeks prior to the event. Orders not paid in full one week prior to event date will not be delivered.

PLEASE NOTE: CREDIT CARDS ARE SUBJECT TO A PROCESSING FEE OF 3% FOR VISA, DISCOVER, AND MC 4% FOR AMEX. **Checks must have the I Do Linens' order number listed.**

PRIVACY POLICY: We respect and are committed to protecting your privacy. We may collect personally identifiable information when you visit our site. We also automatically receive and record information on our server logs from your browser including your IP address, cookie information and the page(s) you visited. We will not sell your personally identifiable information to anyone.

SECURITY POLICY: Your payment and personal information is always safe. Our Secure Sockets Layer (SSL) software is the industry standard and among the best software available today for secure commerce transactions. It encrypts all of your personal information, including credit card number, name, and address, so that it cannot be read over the internet.

Customer shall be liable to I Do Linens for all costs incurred by I Do Linens in its collection of any amounts owing by Customer which are not paid when due, including collection agencies' and attorneys' fees and expenses, regardless whether an actual lawsuit is commenced.

Sign and Date _____

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