



**LEAVITT & PARRIS, INC.
LINEN RETURN INSTRUCTIONS**

IF YOUR LINENS WERE SHIPPED: [\(Back\)](#)

- 1.) Place linens in the sturdy boxes in which they were shipped.
- 2.) Linens should be dry. Damp linens will cause mildew to spread to other cloths, resulting in damages. If you must ship damp linens, please separate them from the others.
- 3.) Follow the instructions for return shipping stamps enclosed with your order.
- 4.) Place boxes in a SAFE, DRY location awaiting Leavitt & Parris Pick-up.
- 5.) You are responsible for any lost or damaged linens. Replacement charges average two times the rental cost and three times for Limited items.

IF YOUR LINENS WERE DELIVERED:

- 1.) Place used linens in the bag(s) provided. Do not close bag(s) completely, leaving open enough to allow sufficient airflow.
- 2.) Linens should be dry. Damp linens will cause mildew to spread to other cloths, resulting in damages. If you must ship damp linens, please separate them from the others.
- 3.) Place bag(s) in a SAFE, DRY location awaiting pick up.
- 4.) You are responsible for any lost or damaged linens. Replacement charges average two times the rental cost, and three times for limited items.

CUSTOMER PICK-UP/RETURNS:

- 1.) If you picked up your linens from our warehouse, please return them the next business day after your event. Warehouse return hours are 8:00 am to 3:30 pm Monday-Friday.
- 2.) See above for further information

Please ship items to our warehouse address at:

**LEAVITT & PARRIS, INC.
256 Read Street
Portland, ME 04103
207-797-0100**

Thank You!



In order to respect the needs of all our valued clients we bring the following to your attention. We strive to provide all clients with prompt service and excellent product. This information is provided in that spirit.

ORDER PROCESS:

Our design consultants are available to take orders Monday – Friday 8:00 am – 4:00 pm Eastern Time zone. Orders may be placed by phone, fax, or e-mail. The order that you place will become your Rental Contract and will be confirmed by fax or email. This must have a Confirmation Signature verifying accuracy concerning items ordered, delivery, pick up dates, and locations. The Customer Billing Party is solely responsible for all rented items. If items that you request are not available we will contact you to discuss alternatives. Any revisions to this order will also require signed confirmation. A 50% Deposit is required at the time the order is placed.

Orders without a 50% down payment AND valid credit card information are NOT CONFIRMED.

RENTAL PERIOD:

Any extension of the rental agreement must be done in writing and agreed upon by Leavitt & Parris, Inc. If Client makes greater use of the rental items than agreed upon, it is understood that there will be additional charges for that use including, but not limited to: full replacement, and/or loss of income.

CHANGE/REVISION POLICY:

Revisions (increase/decrease) to your order may be made up to one (2) week prior to ship date on in-stock items only. Any reductions or cancellations made after this will result in a 100% Restocking Fee. Any changes after this time may be subject to Rush Fees determined by the revision. All New/Custom items are NOT subject to revision and cannot be canceled.

SECURITY DEPOSITS:

Security deposits are required for New Customers, Linen Set-ups, Specialty Items, Extended Rentals and International Shipments. Customer agrees to provide Leavitt & Parris, Inc. with a valid credit card, and agrees that this credit card may be charged for damaged, missing, lost, or stolen items as well as any unpaid balances.

Deposit will be refunded within 30 days after items are returned in accordance with the terms of this agreement. Rental charges will not be applied towards replacement charges.

LINEN SET – UPS

Linen Set-Ups may be ordered subject to availability. If you need a Set-up please call your Design Consultant to make arrangements. If you are requesting a large number of samples for a special showing or tasting, a handling/cleaning fee will apply. Although we typically do not charge for samples, we do ask our clients to cover the cost of all delivery and shipping fees. Linens must be returned to Leavitt & Parris, Inc. within 5 days of set-up to avoid late fees and replacement charges.

A credit card must be on file for all Linen Set-ups. **All New Clients** must put a deposit on the Linen Set-up before it is shipped. Deposits will be determined by number of items on the Set-Up. Deposits will be refunded after all items are returned and found in good condition. A cleaning or replacement fee will be charged if linens are returned soiled or damaged.

PAYMENT:

Leavitt & Parris, Inc. requires a signed Customer Policy and a current Credit card on file. We accept American Express, Mastercard, Visa and Discover Card.

A 50% Deposit is due at time of Order Reservation and Final Balance is due 7 days prior to ship date.

Leavitt & Parris • 256 Read Street • Portland, Maine 04103
207-797-0100 • Fax 207-797-4194
contact@leavittandparris.com • www.leavittandparris.com



SHIPPING AND DELIVERY:

Please count your items upon arrival. If there are any discrepancies and/or problems, Leavitt & Parris must be notified immediately.

Leavitt & Parris, Inc. provides standard delivery and pick-up service in the greater Portland area. Delivery fees will be determined after all location/venue specifics are provided. Any difficulties encountered during this process such as complicated access, stairs, hillside locations OR inordinate “delays” will incur additional service fees.

If the rental items are to be “picked up” by Leavitt & Parris, Inc., Customer agrees to provide a secure storage location and Customer accepts all risk including Damage to and liability relative to rental items for a reasonable period of time until the rental items are picked up by Leavitt & Parris, Inc. If linens are not ready for pickup at their schedule date or client is not available, there will be additional charges for each time the driver attempts to pick-up.

OUT OF AREA DELIVERIES:

Items are usually shipped via Fed-Ex 3-Day Saver. Delivery to arrive **1 or 2** days prior to event. Fed-Ex Priority Overnight is also available at an additional cost. Shipping and delivery fees are not included in rental prices.

RETURNS:

Please read your Rental Contract for specifics on the method of return for your order.

Fed-ex shipments will be accompanied with return shipping labels.

See attached Leavitt & Parris, Inc. linen return instructions sheet.

Fed-Ex orders must be shipped back within 2 days of event to avoid additional daily rental charges.

All linens not returned by the 4th business day following the event would be subject to late fees and/or additional rental charges.

Please call your Design Consultant immediately should there be any delays in returning linens on time.

Do not ship linens back in plastic bags.

If linens become wet during usage they must be air-dry prior to shipping to avoid mold. One damp cloth can mildew an entire order.

LOSS AND DAMAGE:

The **Customer Billing Party** is solely responsible for all rented items. Third parties cannot be held responsible for payment or return of lost or damaged goods.

All rental items have a replacement value. Fees are typically three times the rental price per item, though some may be higher.

Replacement value occurs when items are:

1. Not returned
2. Burned
3. Torn
4. Mildew
5. In condition that has permanently altered its appearance and rendered it UN-useable.



Leavitt & Parris, Inc. will charge the cost of the loss, damage or repair to the credit card that Customer places on file.

Linens must be free of any food, excessive soil, wax, or garbage in order to avoid a cleaning fee. Some items may be saved from total damage with multiple cleaning and custom repair methods. These charges will be applied when repair is possible. **DO NOT WASH**, dry, clean or launder linens.

If lost items are found and returned in useable condition we will issue you a credit taking into consideration the length of time they were out of inventory.

1. I authorize Leavitt & Parris Awnings, Tents, & Party Rentals to use the charge card information below to pay for any purchases, rentals and other fees. There is a 3.5% processing fee on all credit card transactions.
2. I have read and agree to the above **TERMS AND CONDITIONS** and acknowledge receipt of same.

 Authorized Client Signature

 Date

Please print Account Name as appears on credit card statement: _____

Please print type of card: _____ (Visa, MasterCard, Discover or American Express)

Please print credit card number: _____

Expiration Date: _____

Please print signed name: _____

Authorized Signature: _____