



3511 Pinemont Dr. Suite B-4, Houston, TX 77018 (713) 993-6311

## LINEN RENTAL POLICIES AND RETURN INSTRUCTIONS

**Your linens may vary slightly in color from one another:** Linens are added to our stock at different times or may be from different dye lots from our manufacturer. These color variations are not defects and no refund or other consideration shall be made for these situations.

**You are responsible** for the linens once you are in possession of them. It is YOUR responsibility to return the linens in the same condition that you received them, except for normal soiling. Normal soiling is food, beverage, and other consumable stains. This does NOT include wax, ink, holes, and/or other unusual damage.

Upon receiving the items, it is **YOUR** responsibility to inspect and count the linens. You **MUST** notify Prime Tent & Event Services, **PRIOR** to your event, of any damages to your rentals. Linens that are returned damaged are assumed to have been damage free unless otherwise noted.

### **Return Instructions**

1. Please **DO NOT** attempt to wash our linens.
2. Make sure that all linens are shaken free of loose items (i.e. rose petals, confetti, excess food, glitter, etc.)
3. **DO NOT** place damp or wet linens in the bag provided. Please let cloths air-dry before you place them in the bag. This will avoid getting mildew on the linen and causing damage.
4. **Make sure that all linens are returned in the laundry bags provided.** If the bags are not returned there will be a replacement fee of \$20 PER bag due when the rentals are returned.

**A replacement charge (3X the rental) will apply if linens are damaged due to failure to comply with these instructions.**