



From just space to **someplace.**

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Weekdays 8am to 5pm EST

**brightsettings.com**

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# Table Linen Rental Procedure and Policy

## Rental Procedure

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1. Place your order. There is a minimum order for rented linens of \$50.00. We will have the goods shipped to arrive on or before the date you request. We can ship to you overnight if you pay the extra shipping fees.
2. Rental period is 7 days - beginning with the day you receive your rented linens. Your linens must be in transit on or before the seventh day of this rental period using the return label(s) provided. Bright Settings will pay for the return shipping in the continental U.S. We ask that you return the linens in the boxes they were originally shipped in or a similar size. You must return the linens using the UPS return label provided.
3. Please notice the clear plastic envelope on the outside of the box when it arrives. This will contain your return instructions, a packing slip, and the authorized return label. (There will be a return label provided for each box shipped).

**IMPORTANT: The return labels are valuable so don't lose them. Missing labels must be reported to us on the day the boxes are delivered. Do not return any linens to Bright via COD. Any COD charges will be billed back to your account. You will be responsible for getting the rented items to UPS at the end of the seven-day rental period. If not, you will be charged an additional week's rental fee at the beginning of each consecutive late week. In addition, if any returned linens are damaged or missing, you will be charged for their replacement cost.**

4. When you are finished with the rented items, fold the unlaundered cloths carefully to fit into the boxes. Write your name and address on the return label, and put it on the box.
5. Bright will acknowledge receipt of a returned rental ONLY if returned with the label you were sent. Please do not mix cloths from different shipments from us or from other rental companies.
6. Take the box(es) to a UPS drop-off location. If you prefer, you can call UPS (1-800-PICKUPS) 1-800-742-5877 and request that they pick the package up. They will charge you a nominal fee for the pick-up service.

That's all you need to do! UPS will take the boxes and Bright Settings will pay the return shipping costs.

## Rental Policy

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1. Rental orders will be processed as received. All verbal orders are considered firm.
2. Changes to orders must be made 2 days prior to the ship date and must have prior approval from Bright Settings.
3. All additions made to a rental order more than 1 hour after processing the original order will be shipped separately.
4. No changes or cancellations are acceptable for orders that are shipping for next-day delivery.
5. Any claims for wrong color, size, quantity, or damage must be made to us within 24 hours of receiving your rentals.
6. Bright Settings will only pay return shipping in the continental U.S. for orders that meet our required minimum of \$50.00.
7. Bright Settings will not be responsible for late pick up or deliveries due to the carrier.
8. Prices and terms are subject to change without notice.
9. Bright Settings is not responsible for color variations due to dye lot differences.
10. No refund on rental linens after order has been processed.
11. Our chair covers are designed to fit MOST standard Banquet Stacking and Folding Chairs (see Chair Cover Dimensions). However, we cannot guarantee they will fit ALL chairs. We require you receive a sample cover prior to your event to try on the chairs you intend to use them on. If, in fact, time restrictions do not allow for you to receive a sample, you will be responsible for the full rental cost of the chair covers if they do not fit.
12. **IMPORTANT: Rental period is 7 days - beginning with the day you receive your rented linens. You must return your rented linens on or before the seventh day of this rental period using the return label(s) provided. If the linens are not in transit by the seventh day, you will automatically be charged an additional week's rental fee. You will also be charged an additional week's rental fee at the beginning of each consecutive late week. In addition, if any returned linens are damaged or missing, you will be charged the replacement cost.**

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Sales Consultant

Phone

Extension #

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Customer Name

Address

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Authorized Signature

Date

Order #