



## TERMS FOR CUSTOMERS ON ACCOUNT

- a) A signed rental contract is required for all customers, which includes a credit card on file, regardless of whether payment will be by check or credit card.
- b) Industry professionals may choose to pay by credit card (on file) or by check.
- c) If all items have been returned, customer will receive a copy of the final invoice (emailed Tues or Wednesday).
- d) If items are missing from your order, you will receive an email notice within 24-48 hours of the return.
  - Late Items may be billed a second rental. Extended time (at no cost) will be provided for a late return ONLY IF the item is not needed for rentals that week.
  - Lost items may be billed an additional fee of approximately 2 times the RETAIL rental cost. If the lost item is returned within 30 days, we will review the fee and refund some or all of it, if possible, depending on purchases made to cover the missing item.
- e) Items that are returned damaged will incur a replacement fee, and an invoice will be sent.
- f) For on-account customers, Premier Linen Company employs payment terms of Net 14 days, calculated from first day of contract (send-out date). Please discuss terms if requesting a longer time than 14 days for payment. If payment is not received in-hand by 30 days from send-out, Premier Linen Company will automatically charge the credit card on file. Any items not returned, lost, or damaged (see rental contract) will incur additional rental fees or replacement charges, and will be added to the reservation. This may require a second payment if check has already been sent.
- g) If paying via a credit card on file, a "Recurring Charge Authorization Form" is required. A 3.5% credit card fee is charged to cover Merchant Fees charged to Premier Linen Company.
- h) Large orders and specialty orders may require payment prior to shipment instead of Net 14 days. Customer will be notified when an order requires pre-payment.
- i) New Customers placing an order for the first time will be required to pay for the first rental before delivery or pickup can occur. After the first rental, an account will be established per these terms.
- j) If we are unable to charge the customer credit card, accounts over 30 days from invoicing may require a pause in service until account is brought current. A monthly service charge of 1.5% will be added to bills over 30 days.

I have read and agree to the above Terms and Conditions and agree to these terms.

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Representative (Print Name)

\_\_\_\_\_  
Signature