

## Rental Terms & Conditions

### **Order Placement**

All new customers are required to submit a Signed Reservation Agreement and Credit Card Authorization to open an account. Orders can be placed by phone, by fax, e-mail, or postal mail. It is the customer's responsibility to check the confirmation for accuracy; items ordered, location, delivery, and pick up dates. To assure product availability, we recommend placing orders a minimum of two (2) weeks in advance.

### **Emergency Orders**

For emergencies that occur after regular business hours (Monday-Friday 9 a.m. – 5 p.m.), please call Cover Ups and leave a message on our voicemail. An on-call representative will return your call promptly. Emergency orders (placed the day before delivery) are subject to additional handling charges.

### **Delivery**

Cover Ups provides delivery, set-up, and pickup service throughout metro Atlanta. Delivery charges are based on distance traveled.

### **Shipping**

Fedex Ground is used to ship orders nationwide. Orders are scheduled to arrive one or two days prior to event. Customer assumes full responsibility for all rented items from the time of delivery/pickup until the items are returned to Cover Ups. Please read important instructions and count items on arrival to ensure everything is enclosed.

*Discrepancies should be reported to Cover Ups immediately.*

### **Returns**

Items should be returned in the Cover Ups duffel bags provided and free from any food, excessive soil, wax or garbage to avoid a cleaning fee. Orders not returned by the date specified on the rental contract are subject to additional daily rental charges. All items will be inspected and counted on-site at the time of return. Due to circumstances that may delay our drivers, the pick up date on the rental agreement is approximate.

*Do not use plastic bags for return!*

### **Loss & Damage**

Cover Ups reserves the right to charge the replacement cost of lost or damaged items, as listed below\*, to the credit card on file. Customer is responsible for all rented items. If items are found and returned in a useable condition, a credit will be issued based on the length of time inventory was missing.

*\* Linens - Skirting = 3x rental charge, Chair Covers - Sashes = 5x rental charge, Duffel Bags = \$25/ea*

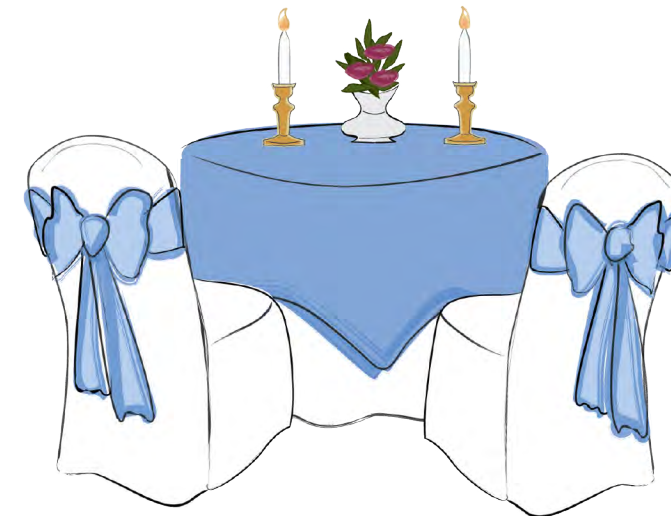
### **Cancellations**

Reservations must be cancelled a minimum of 3 business days prior to delivery date to avoid a 25% restocking fee. Items are considered rented once they leave the distribution center.

### **Payment**

Payment for commercial customers is due on a Net 30 day basis. Failure to pay within the account terms may result in a monthly finance charge of 1% of the unpaid balance.

Cover Ups  
3000 Northfield Place, Suite 700  
Roswell, GA 30076  
770.777.7886  
(toll free) 1.888.777.6417  
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*Cover Ups*®

chair cover and linen rentals

770.777.7886

1.888.777.6417 (toll free)

[www.CoverUpsLinens.com](http://www.CoverUpsLinens.com)

[Info@CoverUpsLinens.com](mailto:Info@CoverUpsLinens.com)

*Your Special Event Chair Cover  
& Linen Rental Resource*

**LINEN ORDERING GUIDE**  
(X = inventory currently available)

| Linens                | Polyester | Chopin<br>(Ivory &<br>Chamagne) | Pintuck | Satin Stripe | Satin | Crushed<br>Iridescent | Arabesque<br>Damask | Chateau |
|-----------------------|-----------|---------------------------------|---------|--------------|-------|-----------------------|---------------------|---------|
| Napkins               | X         |                                 |         | X            | X     |                       |                     |         |
| 84" x 84"<br>Overlays | X         |                                 |         |              |       |                       |                     |         |
| 90" x 90"<br>Overlays |           | X                               | X       | X            | X     | X                     | X                   | X       |
| 90" x 132"<br>Linen   | X         |                                 | X       | X            | X     |                       |                     | X       |
| 90" x 156"<br>Linen   | X         |                                 | X       | X            | X     |                       |                     | X       |
| 96" Round             | X         |                                 |         | X            | X     |                       |                     |         |
| 108" Round            | X         |                                 | X       | X            | X     |                       |                     | X       |
| 120" Round            | X         | X                               | X       | X            | X     | X                     | X                   | X       |
| 132" Round            | X         | X                               | X       | X            | X     | X                     | X                   | X       |

**CHAIR COVER ORDERING GUIDE**  
(X = inventory currently available)

| Chair Covers       | Banquet | Folding | Fullback | Pillowcase |
|--------------------|---------|---------|----------|------------|
| Basic White        | X       | X       | X        |            |
| Basic Black        | X       | X       |          |            |
| Basic Ivory        | X       | X       |          |            |
| Basic Burgundy     | X       |         |          |            |
| Basic Chocolate    | X       |         |          |            |
| Basic Pink         | X       |         |          |            |
| White Satin Stripe | X       |         | X        |            |
| Ivory Satin Stripe | X       |         | X        |            |
| White Satin        | X       |         |          | X          |
| Ivory Satin        | X       |         |          | X          |
| Gold Satin         | X       |         |          | X          |
| Champagne Satin    | X       |         |          |            |
| Chocolate Satin    | X       |         |          |            |



**Client Comments**

*"Cover Ups is the Best! The staff is professional and always available to take care of your needs-even the last minute ones. They are my number one choice for linens."*

*Cate Morris  
Social Catering Manager  
Westin Atlanta North*

*"Cover Ups chair cover and linen rentals has provided excellent service, offering top quality linens at a reasonable price. The color and fabric combinations always ensure a beautiful table setting.*

*With Cover Ups, I have complete confidence that my delivery will arrive on time and that each tablecloth, chair cover, and linen, I unfold will be in perfect condition." — Pam Brems, Director, The Mansour Center*



*Covering the Southeast with Elegance & Style!*

Cover Ups has serviced the greater Atlanta special events industry with high-quality chair covers and specialty linens for over 5 years. Now, with an even deeper inventory and expanded team of event professionals, we look forward to servicing the southeastern states with next-day ground service from our 100% Atlanta-based inventory. Backed by a staff with 50 years experience in the special events, linen rental, and hospitality industries, we know the business!

From small intimate gatherings to ultra-formal weddings to high-profile corporate meetings, Cover Ups will set the stage for a memorable occasion that will leave a lasting impression on your clients. Always at the cutting edge of fashion trends in chair covers, we carry quality inventory from

around the world from basic poly-cotton and organza, to elegant specialty linen, Cover Ups can meet all of your needs. With our extensive, locally-based inventory, in-house laundry, extended hours and experienced staff, Cover Ups can respond in a timely manner.

**On-Site Delivery & Setup** - Covers Ups offers a turnkey service package with on-site delivery, setup, and retrieval. If you prefer, we offer delivery and pickup without setup or you can pick up your linens at our Roswell distribution center and return them the following Monday.

**Locally Based Inventory & Showroom** - Having access to all of our inventory means you can be sure you will have your order on time and in the best condition. When unexpected changes occur, we can very quickly provide the linen and/or chair covers for additional settings.

**Industry Knowledge & Relationships** - Cover Ups has established long-term positive industry relationships. We maintain an extensive database of the chair, table and other special setup requirements for all of the facilities we service. We can also recommend florists, caterers, pastry chefs, equipment rentals, and other services.

**Saturday Hours** - We're here on Saturdays, by appointment, between the hours of 10:00 a.m. and 2:00 p.m.

**Metro Atlanta**

**Convenient Shipping to Most Locations!**

Outside the Metro Atlanta area, Cover Ups offers next-day shipping service. Linens will arrive a few days before the event, so you can check the order for completeness and accuracy. After the event, simply pack the linens in the duffel bags provided, using the prepaid return label and call FedEx Ground for pick-up!

**Helpful Ordering Tips**

**By Phone** - We're here to personally take your order Monday - Friday from 9:00 a.m. - 5:00 p.m. Of course, you can always leave a message on our voice mail and we'll return your call promptly.

**By Email** - If you prefer, send an email to [Info@CoverUpsLinens.com](mailto:Info@CoverUpsLinens.com) or use the online form on our website, [www.CoverUpsLinens.com](http://www.CoverUpsLinens.com).

**By Fax** - You can send a fax anytime to 770.777.7483. We're happy to provide Cover Ups' fax order forms. You can use your own form or download one from our website, [www.CoverUpsLinens.com](http://www.CoverUpsLinens.com).

*Visit our website, [www.CoverUpsLinens.com](http://www.CoverUpsLinens.com), to:*

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- Initiate your order online