



In order to be able to best serve you we require the attached new Credit Card Use Authorization form be filled out and faxed back to us at: 800-831-6326.

This new form requests:  
(A) The billing address for the credit card and (B) The security code number on the credit card.

**IMPORTANT:**

Write "ORDER PENDING" on the form if you have an order scheduled to ship pending the receipt of this form. We appreciate your prompt attention to this request

ORDER#: \_\_\_\_\_

**CREDIT CARD AUTHORIZATION  
NEW CREDIT CARD (PLEASE PRINT)**

COMPANY NAME: \_\_\_\_\_ OWNER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

TYPE OF BUS: (CIRCLE ONE) Party Rental Linen Rental Linen Supply Hotel Caterer Banquet Hall Bridal Planner  
Event Planner Florist Production Company Display Company Country Club Other \_\_\_ \_

**How did you hear about us?**

Cater Source Catering Magazine ARA Company: \_\_\_\_\_ Event Solutions Expo Rental  
Management Special Events Contact: \_\_\_\_\_ Special Events Other \_\_\_\_\_ Other  
\_\_\_\_\_

Credit card information is provided as security for items not received back or insufficient funds on charge card  
I authorize RTLINENS to charge my credit card for an amount equal to any orders placed by my authorized agent(s) or me. I agree to allow my credit card to be charged for any fee and invoices related to the late return and replacement fees of rental orders. In addition, should there be no credit available on the authorized credit card, I agree that interest will be added at the rate of ten (10%) percent per year from date until paid, and that in the event the account is placed in the hands of a collection agency or attorney for collection or suit or the same is collected through Probate or Bankruptcy proceedings, then an additional reasonable amount shall be added to the same as attorneys' fees. The undersigned individually warrants and guarantees payment of the above account. I also agree that I will not dispute any charges except for returns due to defective merchandise, and that notification of such defect must be made within 24-hours of receipt of merchandise to obtain a Return Merchandise Authorization number from RTLINENS.  
Returns received without prior approval or a Return Merchandise Authorization number, or those sent COD, will be refused

SIGNED(Owner): \_\_\_\_\_ Date: \_\_\_\_\_



PRINT NAME AS IT APPEARS EXACTLY ON CARD: \_\_\_\_\_

CORPORATE:      PERSONAL:

(A) ADDRESS\*: (Address where Bill is received):

\_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ CREDIT

CARD#: \_\_\_\_\_ EXP: \_\_\_\_\_ VISA:    \_    \_

MasterCard:    \_      AMEX:      DISCOVER:    \_    \_

(B) 3 DIGIT CARD CODE# ON BACK OF MASTERCARD OR VISA

4 DIGIT CARD CODE# ONFRONT OF AMERICAN EXPRESS \_\_\_\_\_ (THIS INFORMATION MUST BE PROVIDED)

Quality Linens That Cost Less!

#### HOW WE OPERATE

Orders will be processed as received.

RTLINENS must approve all cancellation requests. Any orders that have been processed may not be cancelled. Upon approval, a fax cancellation will be sent to the customer. RTLINENS reserves the right to request a copy of this fax as proof of cancellation.

Changes made to orders one hour after placed are subject to approval by RTLINENS All additions made more than one hour later than original order will be shipped separately.

No changes or cancellations are acceptable for the *Next Day Orders*

Sizes for products are cut sizes. Finished product may be slightly smaller.

Patterns are not matched on seamed cloths unless requested and will be at an additional charge.

All skirting must be ordered in pairs of the same size, fabric and color. (Standard height 30".)

FOB South Hackensack, NJ

RTLINENS is not responsible for late, lost or misdirected deliveries due to freight carrier errors. If boxes are damaged *Notify Carrier Immediately*.

A handling fee of \$6 is assessed on all boxes leaving factory.

Prices and terms are subject to change without notice.

RTLINENS is not responsible for color variations due to dye lot differences.

#### HOW DOES OUR RENTAL PROGRAM WORK

You place your order. We ship the goods to arrive on or before the date you request them, even overnight if required. You pay for the rental and shipping, plus a \$6.00 per box handling charge. In return you get a seven-day rental period. And RTLINENS pays for return shipping, in the continental US, under the following conditions: Order must be over \$25.00, Reuse boxes (or similar size) for return rental, Use UPS return labels (RS) provided, (see below.) On one of the boxes will be a clear plastic envelope containing: Return instructions, Packing slip, Return Label (RS) - 1 per box shipped. When you are finished with the rental, fold the soiled cloths carefully to fit into the boxes. Put the RS label on the box. RTLINENS WILL ACKNOWLEDGE RECEIPT OF ONLY THOSE ITEMS RETURNED WITH THE RS RETURN LABELS PROVIDED WITH EACH SPECIFIC ORDER. Any RS label return with cloth from an alternate sales order will be assessed an additional \$10 fee.

Bring the boxes to UPS or call UPS at 800.PICKUPS (800.742.5877) for a pickup. They will charge you a nominal pickup fee. UPS will take the boxes and we will absorb the return freight. **IMPORTANT!** The labels are valuable so don't lose them. Missing labels must be reported on day boxes are delivered or a \$10.00 per label fee will be charged to send new labels. *Do not send boxes back to RTLINENS COD. Any COO freight charges will be billed back to your account.* (Note- you Will still be responsible for getting the linens to UPS at the end of the seven-day rental period. If not, you will be responsible for additional weekly rental fees AND/OR replacement costs.)

**TERMS OF PAYMENT**

AMEX, Discover, Visa & MasterCard are accepted.

**RETURN POLICY**

50% restocking fee for return of unused items that were purchased and listed on our Purchase Price List. Does not apply to rental orders.

Any credits will be at the discretion of RTLINENS. All claims must be made within 24 hours of receipt of order.

No returns accepted without a Return Merchandise Authorization Number (RMA#), which must be issued by RTLINENS.

We recommend all merchandise be checked upon arrival to insure its accuracy and condition. This will allow you to make any claims within the allotted 24-hour period from date of receipt of goods. Subsequently, we will issue an RMA# for the return of the inaccurate or damaged goods and have the time frame to rectify the situation at our discretion. Remember, this procedure must be followed to receive any credit for claims. Any goods received without an RMA# will not receive credit.

Customer is responsible for return shipping.

Credits are issued when incorrect merchandise is returned and inspected.

I agree to your terms & policies

Owners Name: \_\_\_\_\_

(Print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*Credit Card Authorization Addendum:**

If the credit card provided is not in the name of the company, is a personal card, or your orders are shipped to an address other than the company address, this form must be completed. By signing this form, you agree not to dispute charges by RTLINENS made to the cred card provided except in the case of fraud. In addition, you knowingly are providing a non-business credit card to pay for services/items provided by RTLINENS, being shipped to said company. Finally, you agree that past due amounts may be billed to the credit card provided.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_