

Bed & Bath Linen Rentals, LLC
2010 BBLR Linen Rental Policy & Procedures

In order to ensure there is a clear understanding with regard to Bed & Bath Linen Rentals, LLC vacation linen rental catalog items and activity, please read and familiarize yourself with our policy & procedures for service.

Catalog Info

- a "Set of Sheets" consists of a flat sheet, a fitted sheet and pillow cases. King, queen and full (i.e., double) sets of sheets are provided with two pillowcases. The twin (i.e., single) set of sheets is provided with one pillowcase
- the Seabreeze Set consists of any combination of 4 "Sets of Sheets," 8 regular bath towels and 5 washcloths. The king set of sheets is not available as part of the Seabreeze Set, any combination of queen, full or twin sets of sheets are applicable
- thread counts for all sets of sheets range from 180 to 250, sets of sheets are a cotton and polyester blend
- cotton bath towels are available in two sizes (i.e., regular, 27"x54" and large wrap-around, 33"x66")
- cotton washcloths are 10"x12"
- cotton beach towels are 24"x72"
- disposable pillows are standard 20"x26", consist of a hypo-allergenic polyester fiber fill and weigh 19 ounces.

In Advance of Arrival

- payment for linen rental service is due in full, prior to delivery
- customers may pay via credit card when placing orders online or via phone
- online orders must be placed no later than two days prior to a customer's date of arrival
- customers placing orders via regular mail with our linen rental order form should ensure the order form and payment are mailed no later than one week prior to arrival
- checks or money orders should be made payable to Bed & Bath Linen Rentals, LLC and mailed to 87 S. Franklin St., Lambertville, NJ 08530
- a \$28 minimum order, sales tax and a weekly \$17 service charge apply to all linen rental orders
- no refunds are available
- routine pick-up and delivery of orders will occur on Friday, Saturday & Sunday from 10AM to 3PM
- \$19 will be added to the balance due for any order requested outside the routine time frame for delivery
- a 7% discount will be offered to all customers that generate sales at \$1,000.00 increments

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Day of Arrival

- orders will be dropped-off outside a customer's vacation home in a discreet location (e.g., nearby the front door, on the deck, etc.) noticeable to customers upon arrival but away from foot traffic on the street. In the event of inclement weather, all orders will be left in a sheltered area (e.g., covered outside shower). All drop-off locations and delivery times are recorded for tracking purposes.
- orders will be delivered in bright blue heavy duty laundry bags. A white label, which contains the customer's name, vacation address, date of delivery, date of pick-up, and order content is located on one side of every bag. If an order consists of multiple bags, the order content portion of the label on each bag will be highlighted in yellow to designate the specific items in each bag.
- customers unable to locate their bright blue bag(s) upon arrival, should contact our office via phone prior to 4PM to inquire about their order/delivery status
- in the event there is a mistake with an order, customers should contact our office via phone prior to 4PM, on the day of arrival
- customers arriving on Saturday and unable to report mistakes by 4PM on Saturdays, may also call between 8AM and 9:30AM on Sunday. After 9:30AM Sunday, the grace period to report any mistakes with orders delivered on Saturday will expire.
- same day, last minute, orders will be accommodated pending availability. The cut-off time for same day orders is 3PM on Saturday and 12PM all other days. Same day orders must be paid immediately via credit card.
- an instruction sheet will be provided in each bag of each order. Customers are encouraged to read and maintain the instruction sheet that summarizes all linen rental procedures that need to be followed during vacation and upon departure

Multiple Week Orders

- the change-out day for customers with multiple week orders is Saturday, unless other provisions have been made in advance with our office.
- customers requesting interim week change-outs for multiple week orders must return all linens from the prior week's order, otherwise additional charges for missing, as well as damaged linens will apply

Beds Dressed

- if a customer requests that beds be dressed prior to arrival, the customer must provide our office with their rental agent's or homeowner's name and telephone number so arrangements can be made in advance to assure our inside access to the customer's vacation home to dress beds on or prior to the day of arrival

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- customers are responsible to undress beds, place all linens in the bright blue bags and ensure the bags are left outside the vacation home available for pick-up in a secure and accessible location when departing
- an instruction sheet will be provided at the foot of each bed dressed, alongside bath towels, that summarizes all procedures for customers to follow upon departure

During Vacation

- customers in possession of linens are expected to treat the linens appropriately. The condition of all linens must be maintained in the same manner as provided. Any damage (e.g., rips, stains etc.) should be reported via phone to our office
- if customers need to launder linens while in possession, only over the counter detergents and softeners should be used. Do not use bleach.

Extended Stays

- the cost for customers extending vacations beyond one week and maintaining possession of linens, one or two additional days, will be pro-rated by day. Customers extending stays beyond two days will be charged for a full second week.

When Departing

- customers are encouraged to reread the instruction sheet provided upon arrival and take all steps necessary to ensure the safe return of all linens
- upon departure, customers should place all linens back inside the bright blue laundry bag(s) and place the bags in the exact location the bags were found upon arrival.
- linens must be ready and available by 10AM for pick-up on scheduled days of departure or change-out. If linens are not available for retrieval within the specified time frame for routine pick-up, and a return trip to retrieve linens is necessary, an additional charge of \$19 will be posted to the customer's account.
- customers leaving linens locked inside vacation homes upon departure will be charged an additional cost of \$38 for time and labor to gain access to the linens.
- \$19 will be added to the balance due for any order requested outside the routine time frame for pick-up
- customers will be notified via phone, text or email on the day of departure by our office in the event linens are unable to be located during pick-up
- customers must return all ordered linens upon departure. In the event linens are missing and/or damaged, customers will be notified within three calendar days of departure, provided with our assessment and charged accordingly