

Fresh Linen Service

Linen Rental Agreement

Fresh Linen Service is a leader in the rental of quality bed and bath linen for the holiday and short term accommodation industry. Fresh Linen Service achieves this by:

- 1.0 Sourcing quality linen.
- 2.0 Adopting washing and sanitisation best practice.
- 3.0 Leading ordering and delivery system.

The purpose of this agreement is to set out the terms and condition upon which the linen is rented to you as the customer of Fresh Linen Service. For purposes of this agreement you become a customer of Fresh Linen Service once you have placed an order for the rental of linen and that you agree to the terms and conditions as set out herein.

The acceptance of the rental agreement does not alter your responsibilities or obligations under any credit agreement issued by Fresh Linen Service.

Rental Term

The linen is rented to you on a seven day basis. The seven days commences from the day that you receive the linen. At the conclusion of the seven days you are to return the linen.

If you do not return the linen Fresh Linen Service may at its sole discretion either:

1. Charge you a rental fee for a further seven day rental period
2. Allow you to hold the linen without a rental fee for a further seven days.

Return of Linen

If the linen is not returned within 30 days of the day you received the linen then Fresh Linen Service at its sole discretion may charge you for the replacement of the linen.

Damaged and Lost Linen

If in the event linen rented to you is damaged or lost then Fresh Line Service at its sole discretion may charge you for the replacement of the linen.

Delivery

Fresh Linen Service will deliver the linen and pick up the used linen from your premises on a regular delivery schedule as advised to you from time to time.

Fresh Linen Service may charge a fee for delivery.

If in the event you require linen to be delivered outside the regular schedule then Fresh Linen Service at its sole discretion may charge a fee.

You are to provide Fresh Linen with an appropriate means of entry to your premises including however not limited to keys and access codes.

If in event Fresh Linen Service is kept waiting by you to give access to the premises or for any other purpose then Fresh Linen Service may at its sole discretion may charge you a fee

Ordering

Fresh Linen Service provides an on-line ordering system to enable you to place your orders.

Fresh Linen Service will provide you with log- in and passwords to enable you to use the system.

If you do not use the ordering system then Fresh Linen Service may at its sole discretion charge you a fee.

For same day delivery your order must be received by Fresh Linen Service before 8am of the scheduled delivery day.

If in the event the order is received after 8am then Fresh Linen Service may at its sole discretion either:

- 1.0 Place the order on the same day scheduled delivery.
- 2.0 Place the order on the next scheduled delivery day.

If you require the linen on the day of the order then you may:

- 1.0 Collect the linen from the nominated Fresh Linen Service depot at the nominated opening hours.
- 2.0 Arrange for a courier to deliver the linen to you
- 3.0 Arrange for Fresh Linen Service to provide a special delivery.

Linen Quality and Replacement

Fresh Linen Service provides high quality linen however you may from time to time receive an item that will fail our quality standards.

If this occurs then Fresh Linen Service at its sole discretion may replace the item subject to you adopting the following procedure:

- 1.0 The item is unused
- 2.0 You place the item in a separate bag and clearly mark it with your name
- 3.0 On your next order record the item using the item codes

Fresh Linen Service will then replace the item using the following procedure:

- 1.0 The items ordered will be replaced
- 2.0 The items that are returned will be inspected and if quality issues are identified then you will not be charged for the replacement. If quality issues are not identified then you will be charged the normal rental fee for the replacement.
- 3.0 If the items are not returned then you will be charged the normal rental for the replacement.

Linen Bags for used linen

Fresh Linen Service will provide you with bags to enable you to place used linen. These bags are not to be used for any other purpose.

If bags are not returned then Fresh Linen Service at its sole discretion will charge you for replacement.

No Liability

Fresh Linen Service is not liable for any loss or damage you may incur from any event including however not limited to:

- 1.0 Late delivery
- 2.0 Non delivery
- 3.0 Short delivery
- 4.0 Quality
- 5.0 Your customer complaint
- 6.0 Damages or injury to your customer from usage

Account

Fresh Linen Service enable you to have a credit account subject to the following conditions:

1. You sign and return to us a credit application form
2. Fresh Linen Service is to approve providing credit to you.
3. The account must be paid by the 15th of the month after the invoice date
4. Fresh Linen Service at its sole discretion may refuse further credit.
5. The invoices for particular month are aggregated on the account and must be paid by the following month
6. Failure to pay the account on time will result in Fresh Linen Service ceasing supply and then taking legal action for collection of the outstanding debt.

Signed

Date